

# THE NATIONAL STANDARD FOR INCIDENT RECORDING (NSIR)

## DEFINITIONS AND GUIDANCE

Incorporating the National Incident Category List



Instructions for Police Forces in England and Wales  
Effective from 1 April 2009

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## FOREWORD

The adoption of a National Standard for Incident Recording (NSIR), identified in the National Policing Plan 2004, arose out of widespread recognition of the limited value of non-crime and non-notifiable crime incident recording within the Police Service of England and Wales. The need to be able to measure and compare the effectiveness of operational delivery within this area of policing was the catalyst for creation and implementation of the Standard.

The Association of Chief Police Officers (ACPO), the Association of Police Authorities (APA), the Home Office and the National Policing Improvement Agency (NPIA) continue to view NSIR as a significant opportunity to facilitate and support the attainment of both improved citizen focused service delivery and increased levels of confidence and satisfaction.

The ongoing development of the National Contact Management Programme (NCMP), which has the creation of a National Contact Management Strategy at its core, will embed NSIR alongside the development of a National Contact Handling Standard. This will enhance the existing National Call Handling Standards in recognition of the fact that contact is far broader than just telephony. Both sit along a continuum of police/public contact and should work together in harmony to ensure we deliver the best possible service to the public. NCMP continues to form part of the strategic work of the NPIA during 2009/10 and beyond. NCMP (and thus NSIR) is managed as one of the core strands of work within the ACPO Citizen Focus business area and within the NPIA the programme is located within the Citizen Focus and Neighbourhood Policing Programme unit.

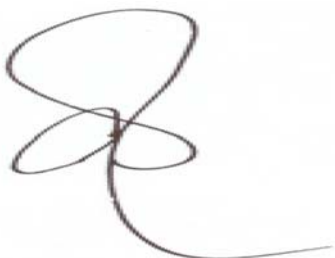
The tri-partite sponsorship of NCMP (NSIR) development recognises the significant benefits that the use of accurate data can bring to the following key areas of police reform:

- Neighbourhood Policing: by providing data in support of central commitments to improve response delivery and Quality of Service standards;
- Citizen Focus: by providing a framework for better understanding of Anti-Social Behaviour (ASB) and Citizen's expectations of service delivery;

- The Policing Pledge: by providing a common, nationally defined recording framework for demand;
- National Intelligence Model (NIM): providing enhanced data for NIM use;
- CDRP data sharing: being able to demonstrate enhanced community engagement, with a strong emphasis on partnership working in key areas of crime and ASB and the provision of data for partnership sharing within CDRPs.
- Crime Mapping: ASB incident data captured through NSIR.

As implementation of NSIR continues and becomes business as usual, very real and quantifiable benefit is being obtained by forces. This comes, in the main, from the use of NSIR data to more effectively quantify, understand and tackle ASB. It is also now universally accepted that the Standard has the capacity, through enhanced understanding of the nature of demand, to positively shape the future of policing. NSIR deals in the main with those incidents arising out of calls and contacts received from our citizens. Recording these demands against the agreed common framework set out within this Standard will better support understanding of those things our citizens report to us.

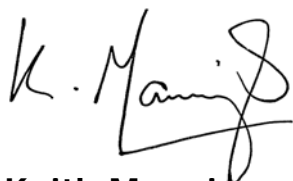
We would also wish to take this opportunity to thank forces, their Police Authorities and other stakeholders for their commitment, support and active involvement in the ongoing development of NSIR.



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## CHAPTER 1

### BACKGROUND

- 1.1 This document contains the National Incident Category List (NICL) and definitions for the National Standard for Incident Recording (NSIR), as well as guidance on the background to the project and its aims and objectives.
- 1.2 It is important to look briefly at the background to the project and the creation of the National Standard for Incident Recording.
- 1.3 The Way Forward report published in October 2003 outlined the key findings of a review of non-crime and non-notifiable crime incidents. It found that:
  - There were no common recording practices in relation to incidents (who, what, when, where and how).
  - There was no common understanding of incident types (i.e. no definitions).
  - The most commonly used closure code was 'miscellaneous' or 'other' (over 50% in a number of forces).
  - Notifiable crime only related to about 20% of all incidents.
  - Resourcing such matters costs between £4 and £5 Billion per year.
- 1.4 At the PPAF Project Board meeting held in October 2003, work to develop the Standard was sanctioned.
- 1.5 To ensure that the Standard was suitable for implementation by April 2005 a pilot approach was agreed. The idea of this phase was to test and challenge the design of NSIR, to further develop the Standard and to explore the potential uses of the data to ensure that it truly adds value and provides a consistent customer focused approach. Work by Price Waterhouse Coopers (PWC) in October 2004 further confirmed the value of establishing NSIR. Their overarching recommendation was that NSIR is a 'feasible, valuable and timely policing development'.
- 1.6 During the 2005-6 baseline trial it became clear that, rather than just having an NSIR Notifiable List of Incidents (NLI), if all those incidents and activities with which the Police are involved were to be captured then the

NLI would need to be extended to a full National Incident Category List (NICL).

- 1.7 Following the testing of NICL (which included a one day national test involving all forces) and its sign off by the NSIR Steering Group it has been agreed that changes to the Standard will be restricted to once a year, in April, to reduce confusion and inconsistency. Minor points of clarification will not be subject to such a restriction and will be circulated as and when required.
- 1.8 It is important to acknowledge that, as NSIR will manage the capture and recording of some 80% of demand made on police, ongoing Standard management by the Centre must be seen as a given
- 1.9 During 2006/7 NSIR formed part of the national audit framework alongside crime and the Audit Commission carried out a reconnaissance as part of each force's year 3 NCRS audit. This framework has now ceased and audit is now a matter for forces to manage internally supported by baseline assessments conducted by the NPIA. The Audit Commission have made clear they will continue to undertake a certain amount of data quality reviews within the scope of audits they carry out as part of their national remit.
- 1.10 From April 2007 data capture at the centre is in accordance with the Annual Data Requirement (ADR).

## CHAPTER 2

### GENERAL

#### NATIONAL STANDARD FOR INCIDENT RECORDING: Aims and Objectives

##### 2.1 The Principal Aim

The principal aim of the National Standard for Incident Recording (NSIR) is:

to ensure that incidents, whether crime or non-crime, are recorded by police in a consistent and accurate manner, so as to allow resulting data to be used at a local and national level to meet the management and performance information needs of all stakeholders.

##### 2.2 Sub-aims:

The NSIR project has ramifications for a number of areas of policing. It is generally agreed that the Standard will:

- (a) allow police incident data to better inform, shape and support the Government's Police Reform Agenda. This will include work in relation to the National Community Safety Plan, Citizen Focus and the Respect Agenda and the sharing of incident data within Crime and Disorder Reduction Partnerships (CDRPs) agencies as now mandated under a Statutory Instrument. (Crime and Disorder (formulation and imposition of strategy) Regulations 2008 SI No 1831). NSIR ASB data now also forms a core element of the Home Office Crime Mapping requirements.
- (b) allow Government, the Police and other agencies to quantify more clearly the totality of demand that is placed upon the 'policing' services, leading to improved policy-making and operational planning;
- (c) support the continued development of the APACS national indicator set by allowing for the appropriate introduction of meaningful and appropriate KPIs and SPIs based around NSIR data.
- (d) Support the use of incident data at force operational level through the NIM process, tasking and by Neighbourhood Policing teams.

##### 2.3 General Principles

The following are general principles, which should be considered as the core elements of NSIR:

- (a) The Standard should serve to support a victim and citizen focused approach to service delivery;

- (b) The NSIR should serve to promote greater consistency, accuracy and comparability between forces in the recording of incidents;
- (c) All reports that amount to a NICL incident, whether from a member of the public, a representative of another agency (voluntary or official) or a member of police staff, must, subject to para 2.4, be recorded in accordance with the NSIR Counting Rules;
- (d) The decision to start the recording process will be based on first contact information. The opening of a record should not be delayed pending an investigation. This means that the closure category may well differ from the opening category following investigation.
- (e) Once recorded under the NICL, a report will remain recorded as such, unless reasonable grounds, based on additional verifiable information, come to light to contradict what has been reported.

The principles, like all aspects of the Standard may require interpretation or qualification. Guidance will be provided on an ongoing basis but change to the Standard will only be made once per annum.

#### 2.4 **An Incident Report: when to record**

It is essential, if consistency of approach is to be maintained, in keeping with the established principles of the National Crime Recording Standard (NCRS) that clarity exists around what an incident report amounts to. NCRS provides that:

“All reports of incidents, whether from victims, witnesses or third parties, whether crime related or not, will result in the registration of an incident report by the police”.

For the purposes of NSIR, a report is any communication, by whatever means, about a matter that comes to the attention of the police, which amounts to a NICL incident. NSIR focuses on reports received via telephony, at front offices and by all other means, electronic or otherwise, where such communications are received in control rooms or contact centres. Where forces record communications received via other channels, including incidents reported directly to officers or staff, they should also be classified in accordance with this standard.

A clear benefit of ensuring that all such incidents are recorded in accordance with NSIR will be the increased assurance of the integrity of data being provided to partners and CDRPs, under the statutory duty to share such information, as well as the data that will form the basis for crime mapping and compliance within the Code of Good Practice for Public Access to Local Crime Information 2008.

The NICL expanded the initial NLI which focused only on core business to ensure the accuracy and consistency of recording of all call types.

It is important to stress that it is the purpose of the Standard to inform and support strategic and operational decision-making.

To gain a consistent approach, to meet all stakeholder needs and to guard against perverse incentive, an incident will not be defined on the basis of whether police take action or not.

The emphasis within NSIR is on closing categories, which reflect the reality of what has occurred, acknowledging that it is often difficult to second-guess outcomes at the point of initial contact. The use of opening codes remains a matter for forces to determine at local level.

- 2.4.1 The Administration Theme defines a number of categories, which in turn describe types of call for service contact / activity that fall outside of the main NICL theme groupings of Transport, Anti-Social Behaviour (ASB) and Public Safety and Welfare (PS&W) as well as any Crime incident descriptors that forces may use.

It is not mandatory that forces capture every call for service / contact fitting these Administration categories on their respective incident recording systems. However, where forces capture the types of contact described they should be able to attribute the relevant Administration category / descriptor to any record that is created. This ensures the accuracy and relevance of the codes contained within the main NICL Theme groupings and prevents corruption of that data.

- 2.4.2 There will be instances when it is entirely appropriate for information about calls within Administration categories not to meet the Minimum Data Standards (MDS) as applied to incidents / contacts recorded under the main NICL theme headings e.g. where call handlers act as a switchboard facilitating the passing of messages, transfer of calls, or creation of 'contact records'. This ensures that the demands of recording contacts that are not operationally important or significant are not unnecessarily bureaucratic. However, in such instances the appropriate NICL code should be used to classify the contact record.

## 2.5 **Principal Incident Rule**

There will be circumstances where a reported incident contains many facets and a number of final incident category options will appear possible. In the first instance decisions around closure should reflect the general classification guidance. Additionally, forces are to be encouraged to capture multiple characteristics of incidents through the use of qualifiers.

Where an incident could be closed using various NSIR closure categories and in support of the consistent capture of NSIR (non-crime) data, the Principal Incident Rule will apply.

NSIR requires, in all cases, that one single closure category is used. A hierarchy of precedence (see below) has now been identified. The hierarchy reflects stakeholder agreement in relation to the relevant importance of the different NSIR closure categories.

### 1. Killed and Serious Injury

(This would include any set of circumstances resulting in death or serious injury; including RTCs, other accidents, and sudden deaths.)

### 2. Notifiable Crime

3. Core NICL Categories (in the following order):
  - i Domestic Incidents (as NICL defined)
  - ii Missing Persons
  - iii ASB (all ASB categories)
  - iv PSW (excluding any categories captured above)
  - v Transport (excluding any categories involving death or serious injury)
4. Administration Categories

## 2.6 Finished Incident Rule

Incidents comprising a sequence of events involving the same individual or group (victim or perpetrators) should be counted as one incident if reported to the police. For example, if a group of youths are moving down the street kicking a ball against gates or fences and shouting as they progress down the street, no matter how many people call to complain about the behaviour, this should result in one incident being recorded.

An incident could comprise incidents of different types. Classification then depends on the Principal Incident Rule.

An incident should be regarded as 'finished' when a reported incident has been closed. If the offending or occurrence resumes after coming to the attention of the police then a further incident should be recorded and matched to the original. Following the example given above: if the group go to the park, play football for a couple of hours and then return home again creating a nuisance as they progress causing the original complainants or new ones to report the antics to the police then this should be recorded as a separate incident (although on most systems it would also be linked to the first incident).

## 2.7 Anonymous Reports

If a caller reports an incident which amounts to a NICL incident but refuses to disclose their personal details to the level required by the Minimum Data Standard (see Chapter 4) an incident should still be recorded. Every effort should be made to record as many parts of the MDS as possible.

## 2.8 Timeliness: Incidents, Information and Intelligence

There are no time restrictions with regard to the reporting of incidents. Evidence from the pilot phase indicated that there is very little historical reporting as most incidents come to the attention of the police as they happen or shortly afterwards. It is essential to record incidents as defined in the paragraphs above. The NICL distinguishes incidents from reports that are more appropriately passed on as information for analysis, prior to being fed into the National Intelligence Model. It must be remembered that information must go through a process of collation and evaluation prior to it becoming intelligence.

For example, if Mr A phones the police and states he wishes to report that earlier in the day a group of youths were behaving in a rowdy and

inconsiderate manner in the road outside his house then this should be recorded as an incident. It is a specific incident at a specific time, date and location, reflecting 'citizen focus' (the caller wants to report it as an incident). If, on the other hand, Mr. A were to phone the police and state that he worked at the Youth Club and had overheard some children discussing plans to gather for an unofficial street party at some unknown point in the future then this would amount to 'information' which could be processed to establish an appropriate response.

## 2.9 **Statistical Returns**

The timing of a recorded incident, for any statistical return, should relate to the date it is recorded. For example, if an incident occurred in September but was not reported to the police until October then it should be included in the data return for October.

It should be noted that the NSIR does not stipulate that data will only be recovered from Command and Control systems. For example missing person data may well be more appropriately recorded on a stand alone system.

## 2.10 **Other Agencies**

All reports, to the police, of events which amount to NICTL incidents, will be recorded by the police regardless of whether they or another agency deal with the matter. This rule should not impact on existing protocols for information exchange between agencies.

A qualifier to identify incidents transferred to another public agency or police force has been included in the NICTL optional menu set to allow effective recording of such transfers.

## 2.11 **Pre-planned Events**

Any notifiable incident that directly results from a pre-planned event such as a football match, protest march, pop concert, etc. will not be subject of independent NSIR record. It will be captured in accordance with normal force policy covering the reporting of such matters.

However, where a NICTL incident occurs during and in the vicinity of such an event, which is not directly related to the pre-planned event, a separate NICTL record will be created.

Pre-planned events should take account of the Principal Incident and Finished Incident Rules. The purpose of the pre-planned event category is to provide one accurate record of all the incidents related to that event for future analysis.

There is a risk that if a pre-planned event log is used, for example on Bonfire Night, then the various incidents of ASB not directly related to the Bonfire Night activities, reported by the public, might be absorbed into the pre-planned event log and, therefore, not provide data that truly reflects the public's concerns. Extending the Bonfire Night example, if there is a formal firework display organised by the Town Council, which generates complaints about nuisance parking, rowdy behaviour, noise, etc. then all such reports should go on one log. However, it is important that the log should not be used to record complaints about other firework related incidents away from the organised display.

## 2.12 Cross Border Incidents

The force receiving the incident report will record the details. If the incident started in their area they will have primacy with ownership of the incident and will be responsible for informing those forces affected by ongoing aspects of the incident.

Possible scenarios include minor disorder incidents which cross force borders or incidents occurring at railway stations where the nearest local officers would attend and deal with the incident rather than just passing on information, e.g. to BTP.

Such reporting should take place regardless of whether the receiving Force is likely to deploy resources or not.

## 2.13 Reports of Incidents in another Force Area

If a Force receives a call about an incident that is happening in another Force area the report will be taken and transferred to the force concerned. The member of staff receiving the initial call will not instruct the person to report the details to their local police. This is in line with the requirements of NCRS and in keeping with the victim and citizen focussed approach of NSIR and NCHS and is likely to assist in raising levels of customer satisfaction.

This is not just a matter of maintaining a customer focus and ensuring a consistent quality of service. There is a danger that if a caller is instructed to call another number they may not bother to do so, resulting in the loss of potentially important information.

Work is currently ongoing to establish systems not just for transferring incidents between forces but also between forces and other organisations such as The Highways Agency.

## 2.14 CCTV

It is not the intention of NSIR to record as incidents everything that is viewed on CCTV or information brought up on ANPR. Some forces have pictures beamed into their control room so they can monitor what is happening while others rely on the CCTV operators phoning in reports of what is appearing on their screens. These different situations could result in a distortion of incidents being recorded between forces. However, if CCTV monitoring staff report an incident as ongoing it will be recorded. If the ANPR information results in police action then an incident will be recorded.

Concerns have been raised around whether the use of deployment as a reason for recording will have a perverse outcome e.g. forces not attending incidents of disorder therefore no incident is recorded. However, requiring forces to record every incident seen on CCTV or as a result of ANPR information would be excessively bureaucratic.

In accordance with NCRS, incident reports from CCTV/ANPR should be treated as reports by a third party (Home Office Counting Rules for Recorded Crime (HOCR) Annex A: 3.14).

## 2.15 **Call made with Good Intent (formerly known as 'false call/good intent')**

These are not hoax calls but are calls genuinely made in the belief that an incident has occurred but the caller was in fact misled or mistaken (e.g. a report of a burglary in progress that turns out to be the householder who has locked themselves out). The word 'false' was removed from the title as it was considered negative and derogatory. It is suggested that the 'call made with good intent' qualifier (contained within the optional menu qualifier set) could be used where forces wish to do so to allow that both the identification of the initial demand activity and the outcome to the reported incident are appropriately captured.

## 2.16 **Data Integrity and Migration to the NICL**

### (a) **Migration to the NICL**

The importance of measuring what matters rather than everything has been emphasised by all stakeholders. As much of what amounted to supposed 'core business' had previously been recorded under 'miscellaneous/other' it was inevitable that there would emerge categories that generated a lot of demand which had previously hidden under 'miscellaneous/other' hence the move to the all-inclusive NICL. This should allow data to be gathered to enhance understanding of what demands really do constitute core business.

The need to review what was included or excluded from the NSIR NLI was accepted from the start of the project. The concerns were whether the lack of definition for incidents outside the original NSIR NLI would adversely affect the validity of the NSIR data and whether the categories outside the NLI would become a dumping ground like the old 'miscellaneous/other' categories.

### (b) **NSIR Minimum Data Standard (MDS)**

The need to meet a minimum data standard in the recording of an incident is essential. To make best use of the opportunities NSIR presents, the data provided must be of sufficient detail to allow reasonable performance and management analysis to take place. (Please see Chapter 4 for the NSIR Minimum Data Standard).

Where the call is by definition an emergency call it is recognised that complying with the full requirements of the Standard may be difficult. The needs of the caller/victim and the objectives of ensuring an appropriate police response will always be paramount. This is an area that requires careful audit to ensure appropriate usage. Where the MDS is not complied with forces should be aware that this might encourage adverse comment during inspection/audit.

### (c) **Quality Assurance**

Details of proposed local and national approaches to quality assurance of data are contained within the Home Office Data Quality Audit Manual. This lays down recommended minimum levels

of quality assurance. Forces may develop a more extensive level of audit if they so wish. Additional guidance is also contained in chapter 5 of this document.

### 2.17 Means of Recording

The means by which an incident is recorded is a matter for each Force. It has never been a requirement of NSIR that incidents must be recorded on a command and control system. For example some incidents will not go through the call handling centre or control rooms but will go directly to an officer, e.g. an incident involving poisoning of game birds might be reported directly to the wildlife liaison officer and be recorded other than on a command and control system. There will be similar circumstances, for example, where a Local Authority sends information, by email, about an incident involving ASB. Where a force chooses to record this incident this will not necessarily be recorded on the command and control system. It may be placed on a separate record management system.

Any system for recording incidents must:

- (a) Be sound and systematic ensuring data integrity and compliance with Standards;
- (b) Allow MDS capture;
- (c) Enable effective audit; and
- (d) Meet the need for data to be broken down for analysis at BCU and CDRP level.

Work will continue to scope the level of unrecorded incidents received via other means and to examine the most appropriate way forward.

### 2.18 Duplication

Where a number of reports are made about the same event only one 'recorded incident' will result, i.e. the matters will be reported in accordance with the Minimum Data Standard but for statistical purposes it will only count as a single record. Whether the details for each report are noted on a master record or as separate incidents will be a matter for each Force. There is now an administrative closing category of 'duplicate'.

For example where an RTC occurs on a motorway there could be 10 calls, all of which refer to the same incident. There is only one incident to record but there may be 10 witnesses whose details will need to be recorded. However, if it is unclear whether there might be more than one incident then each apparently unrelated call should be recorded under a separate incident category until/unless subsequent enquiries prove that there is indeed only one incident.

### 2.19 Granularity/sub-categories

It is possible that forces might wish to break categories down into more specific sub-categories to capture more detailed data: e.g. under 'Highway Disruption' the number of incidents involving 'malfunctioning of roadside equipment' in order to share this information with other agencies. If forces choose to do this then they should discuss the matter at National/Regional/Force level and, if supported, send the details (proposed sub-category with definitions) to the NSIR Team to examine

and consider whether the sub-categories would serve a useful purpose at either a national or local level. The details would then be circulated for other forces to consider adopting. Forces should not have any sub-categories in use that have not been through this process and which have not been notified to the central project team.

## 2.20 **Qualifiers**

Qualifiers are designed to capture the surrounding characteristics and motivating factors around an incident. They are not incidents in their own right. The expectation is that all forces will use the core qualifiers contained within the NICL in order to improve the quality of data available for analysis.

From April 2009 the core qualifier set has been much reduced with a number of pre-existing items re-positioned into the newly created National Optional Qualifier Menu. This menu provides for a framework of nationally defined, but optional in application, qualifiers. This menu may be added to at any time as and when such definitions may be agreed. This menu, whilst sitting within NSIR, will be issued as an appendix to the main standard document.

It is important to stress that, as a general rule, NSIR does not manage the recording of incidents which relate to notifiable crimes. However, qualifiers (and the rules covering their use) can be attached to all incidents, whether a notifiable crime results or not and qualifiers should be applied irrespective of whether the classification category used infers or implies their details.

## 2.21 **Variation between Closing and Opening Categories**

It must be remembered that NSIR/NICL focuses on closure categories as these supply the data required to deliver the core objectives. There is a requirement for incident logs to contain sufficient information, at the point of closure, to justify the chosen closure category. Inevitably there will be occasions when there is a difference between the opening and closing category. In such cases the general requirement for sufficient information in a log to justify the chosen closure category will mean there is a clear explanation for the difference.

For example, when a report is received that someone has collapsed in the street but it turns out not to be caused by illness but by an RTC then this variance would have to be explained in the text.

## 2.22 **Reclassification of final classification during or after the audit process**

Where it comes to light during the audit process that an incident has been incorrectly classified, the onus will be on the force to take reasonable action to correct the classification. There must be a clear indication that a closing classification has been changed, particularly where this involves a change from Notifiable Crime to a non-Notifiable crime or incident category.

## 2.23 **NSIR and compliance with National Crime Recording Standards**

NSIR is concerned with capturing information about incidents relating to non-notifiable crime demand/calls for service. Accordingly incidents closed

under NIICL categories will not generally relate to matters finalised as notifiable crime except where the Principal Incident Rule has been applied. (See paragraph 2.5, with regards to 'Killed and Serious Injury' accidents).

In all instances forces are reminded of the requirement to be compliant with the NCRS.

Where an allegation of Notifiable Crime is made but the crime recording rules stipulate that no crime should be recorded the incident will be closed in accordance with the whether and when to record rules laid down in NCRS. The process for recording Crime Related Incidents is also specified within NCRS. The NCMP Steering Group has instructed that where, under the Home Office Counting Rules (HOCR), no notifiable crime has been recorded for public order incidents (principally sections 4 and 5 of the Public Order Act 1986) the default will be to record under the appropriate ASB category.

## 2.25 Supporting Processes

The following paragraphs cover supporting processes and factors that need careful consideration:

### (a) Leadership

The importance of effective involvement and ownership of the Standard by ACPO and senior management cannot be understated. Each Force needs to have, at ACPO level, a champion who can ensure that compliance with the Standard is maintained and, where appropriate, improved.

### (b) Force Incident Registrar (FIR)

Each Force also needs to ensure that appropriate staffing levels are identified to plan, facilitate and support the organisation's effective implementation of the Standard. The FIR should be outside operational line command and answerable to the Chief Officer with overall responsibility for the accuracy and integrity of the incident recording process.

FIRs will help provide greater consistency within and across forces with the introduction of the NSIR. They will act:

- as an arbiter in both the audit process and in the interpretation of the definitions and guidance;
- as the Force representative and single point of contact for NSIR;
- as a link with other FIRs to maintain standards of consistency, accuracy and integrity across forces; and
- they will be responsible for circulating changes in definitions and policies.

### (c) The National Contact Management Effective Data Capture and Use Group and Steering Group (NCMPEDG/NCMPSEG)

NCMPEDG will have representation from all regions for NSIR. It is responsible for the ongoing management of the Standard at the strategic level and will also commission work utilising ad-hoc

working groups and/or consultants as appropriate. The EDG will be chaired by the NCMP Programme Leader and will meet quarterly or as required. The EDG will provide guidance and act as final arbiter in relation to disputes over interpretation of the Standard.

The NCMPSG will be chaired by the ACPO lead and meet half-yearly or as required. This group will set the strategic direction for the wider contact management work including NSIR and will have representation from the NCMEDG.

(d) **NSIR Regional Groups**

Regional Groups have been set up to ensure that all forces and other stakeholders have a role to play in the development of the NSIR/NICL and NCMP.

These Groups will meet on a regular basis, feeding issues and views into the counting rules group.

The NCMEDG will have responsibility for the day to day development of the standard and will be empowered to make all appropriate non-strategic decisions. It will not generally be necessary for those decisions to be referred to the NCMPSG for ratification.

Regional Groups will be expected to be represented at the NCMEDG and other working groups as appropriate. To ensure the viability and effectiveness of the NCMEDG and NCMPSG as decision-making bodies, the number of regional representatives will be the subject of careful consideration. There is also an expectation that FIRs will be available to take part proactively in the activities of both Regional and National Working Groups.

(e) **NSIR Counting Rules Group (NSIRCRG)**

The NSIRCRG will have representation from all regions and be chaired by the NSIR NPIA Manager. This group will have delegated responsibility for considering all significant queries and directing on interpretation of the counting rules and formulating the on-going development of the NICL. Only matters that the NSIRCRG are unable to resolve will be referred up to the NCMEDG.

(f) **NSIR Project Team**

A suitably resourced NSIR Team will be maintained as a part of the overall NCMP team within the National Policing Improvement Agency (NPIA). The team will have a broad remit, but will, in the main, be tasked with the effective and ongoing management of Standard development and use.

## 2.26 National Intelligence Model (NIM)

The potential importance of certain types of incident data to the National Intelligence Model (NIM) is clear. As a consequence it is essential that forces efficiently and effectively co-opt incident data into the NIM and are able to evidence such activity. For example by feeding in ASB data to help produce intelligence thereby informing the tasking process by effectively:

- identifying hotspots;
- targeting rowdy/nuisance behaviour; and
- evaluating the success of initiatives aimed at addressing ASB.

The search for good practice and promulgation in this and other areas will be a key function of the NSIR Team and will also feature as part of the work of the Community Cohesion Team.

NSIR data will, therefore, support Problem Oriented Policing (POP), which looks at the underlying problems that lead to crime and disorder, and helps practitioners to determine their data needs, i.e. what they need to collect and analyse. POP is supported by appropriate use of the SARA Model:

- Scanning – spotting problems using knowledge, basic data and electronic mapping;
- Analysis – including use of IT to dig deeper into problems' characteristics and causes;
- Response – working with the community, where necessary and possible to devise a solution; and
- Assessment – looking back to see if the solution worked and what lessons can be learned.

With all forces using NSIR there will be opportunities for an increase in information exchange between forces and other agencies as they will be using a common language, namely NSIR definitions.

## 2.27 National Crime Recording Standard

- The National Crime Recording Standard (NCRS), which was adopted by forces in April 2002, governs the way in which crime is recorded in England and Wales. The close relationship between incidents and crime is clear: all notifiable crimes start life as incidents. As a consequence it is important that close ties are maintained between those tasked with managing the ongoing development of NSIR and those responsible for the NCRS/Home Office Counting Rules.
- (a) Crime Related Incidents

The NCRS Steering Group has laid down the following definition for Crime Related Incidents:

"This term is used to describe a record of an incident where a report of an incident has come to police attention which, on the Balance of Probabilities, would amount to a notifiable crime, but a resultant crime has not been recorded. The specific circumstances where this would happen are:

*The incident is reported by a party other than the alleged victim (or person reasonably assumed to be acting on behalf of the victim)*  
**and either:**

*- the alleged victim (or person reasonably assumed to be acting on behalf of the victim) declines to confirm the crime* **or**

*- the alleged victim (or person reasonably assumed to be acting on behalf of the victim) cannot be traced.*

**Or**

*The incident is being dealt with and recorded by another police force*

**Or**

*The NCRS or a specific rule within HOCR, or appendix thereto directs that a crime should not be recorded (e.g. DCSF Crime Recording by Police Officers Working in Schools Guidance.)*

## 2.28 **The Annual Data Return (ADR)**

Returns of NSIR data form part of the Home Office ADR. The exact process for submitting this data will have been communicated to forces by the central team prior to the beginning of each recording year. A Data Manager is employed as part of the central team to facilitate both data capture and subsequent analysis.

## 2.29 **NSIR Communication Strategy**

A sound and systematic approach to communication is essential. The need will vary in line with the different stages of development. A press strategy was created to ensure the appropriate and timely handling of external communication. There will also be Seminars and Good Practice Days linked to the broad NCMP agenda to facilitate overall communication. The details of these meetings will be circulated to FIRs. NSIR matters will also form part of the wider NCMP communications strategy.

## 2.30 **Website**

A key element of the NSIR Communication Strategy will be the use of the internet to facilitate communication between the NPIA, Home Office, Police and other Stakeholders. An on-line forum is hosted within the Criminal Justice extranet (CJX) This will allow discussion to take place between FIRs and others within the service who have responsibilities for or an interest in the incident recording process. The CJX will also provide a home for all relevant project documentation including meeting minutes, examples of good practice and training guidance.

## 2.31 **NSIR Training**

There is clearly a need for ongoing training at different levels within forces. Experience indicates that training needs depend on a Force's structures, processes and systems. The initial thinking was that NSIR, like NCRS, would require significant investment in training. During the pilot process and subsequent development of the NICL it became apparent that this was not the case but that familiarisation training was needed for all public facing staff with more in-depth training for those staff required to close or classify incidents. A national approach was also deemed essential to support local needs.

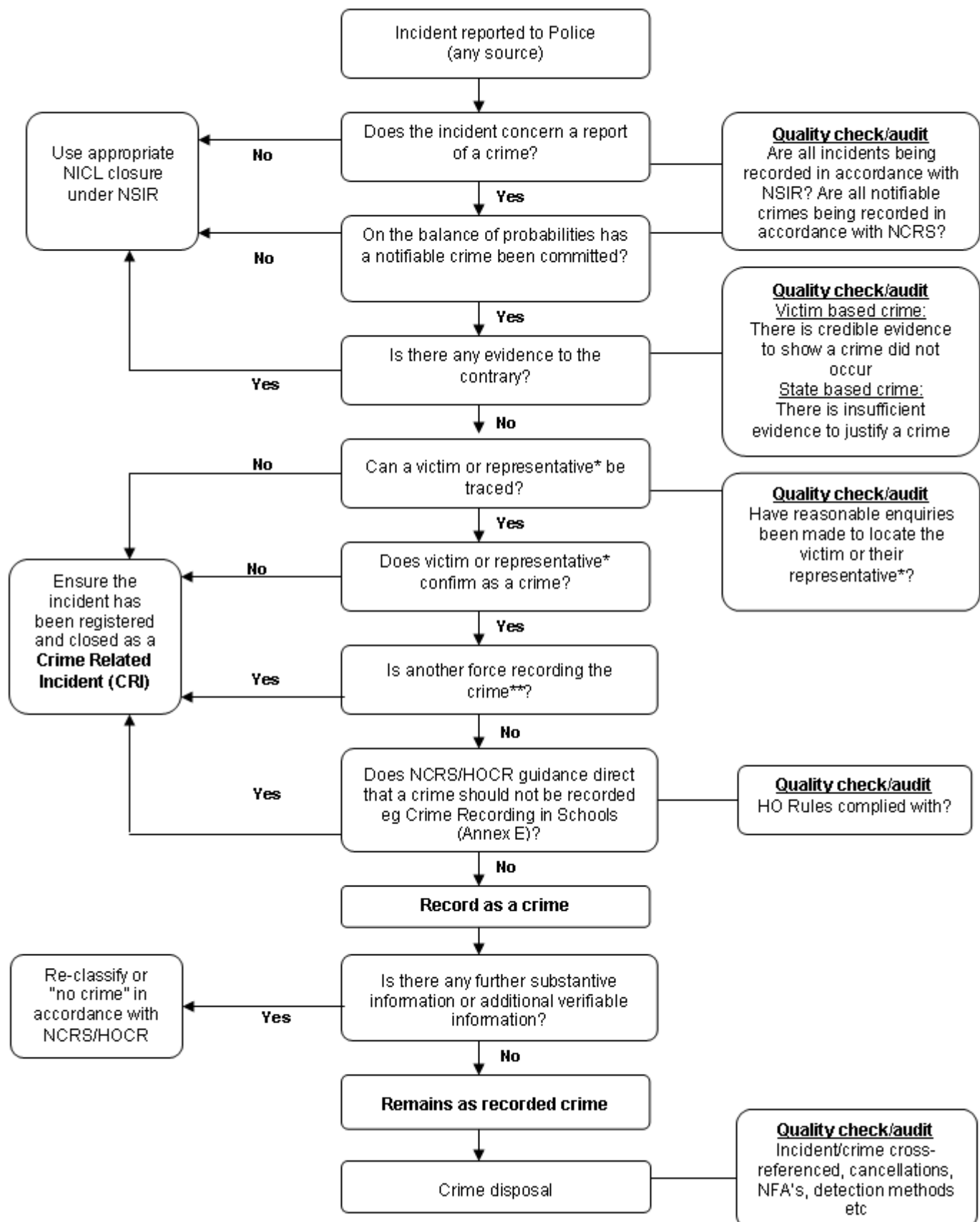
A comprehensive e-learning package is now available to all forces via the NCALT Managed Learning Environment. The updating and development of this package forms part of the work of the NSIRCRG. The e-learning will

be subject of an annual update to reflect changes or additions to NICL. The package includes familiarisation with the key requirements of NCRS.

One of the key findings during the first phase of the NSIR project was the importance of the quality assurance regime feeding back into the training/awareness-raising process as an effective way of improving knowledge rather than relying solely on formal classroom based instruction. This remains the case today.

**CRIME RELATED INCIDENT (CRI) FLOWCHART AGREED BY NCRSG**

All reports of incidents, whether from victims, witnesses or third parties and whether crime related or not will result in the registration of an incident report by the police.



\* Representative means, "A person reasonably assumed to be acting on behalf of the victim"

\*\* Disputes over location should be resolved in accordance with the protocol (HOCR, General Rules, Annex C)

## THE NATIONAL INCIDENT CATEGORY LIST (NICL)

<b>Transport:</b>	<b>Public Safety / Welfare:</b>	<b>Administration:</b>
RTC - Death	Abandoned Call	<b>ADR collection at theme level only:</b>
RTC – Injury	Absconder / AWOL	
RTC – Damage Only	Alarm: Monitoring Station – False-Active	Cancel / Exit / Error
Highway Disruption	Alarm: Monitoring Station – False-Withdrawn	Complaints Against Police
Road Related Offence	Alarm: Police Installed	Contact Record
Rail/Air/Marine Incident Not Recorded Elsewhere	Alarm: Premises Audible only	Duplicate
	Civil Disputes	Lost / Found Property / Person
	Collapse / Illness / Injury / Trapped	Messages
<b>Anti-Social Behaviour:</b>	Concern for Safety	Police Generated Resource Activity
Abandoned Vehicles - (Not Stolen Or Causing An Obstruction)	Domestic Incident	Pre-Planned Events
Animal Problems	Firearms	Test / Training
Begging / Vagrancy	Immigration	
Hoax Calls To Emergency Services	Industrial Incident / Accident	
Inappropriate Use / Sale / Possession Of Fireworks	Insecure Premises/Vehicles	<b>Qualifiers:</b>
Malicious Communications	Licencing	Alcohol
Noise	Missing Person	Drugs
Prostitution Related Activity	Missing Person-Unauthorised Absence	Mental Health
Littering /Drugs Paraphernalia	Natural Disaster / Incident / Warning	Youth Related
Nuisance Neighbours	Pets / Domesticated Animals	Prejudice - Racial
Rowdy or Inconsiderate Behaviour	Protest / Demonstration	Prejudice – Religion or Belief
Street Drinking	Sudden Death	Prejudice - Disability
Trespass	Suspicious Circumstances	Prejudice - Sexual Orientation
Vehicle Nuisance / Inappropriate Vehicle Use	Suspicious Package / Object	Prejudice - Transgender
	Truancy	
	Wanted Persons/Police Court Orders/Bail	
	Wildlife	

**THE NATIONAL INCIDENT CATEGORY LIST (NICL) OPTIONAL QUALIFIER MENU**

<b>Option Menu Qualifiers:</b>			
Assistance to Other Public Agency			
Call Made with Good Intent			
Cold Calling			
Critical Incident			
Other Intoxicants			
Domestic Abuse			
Honour Based Incident			
Firearms			
Lamping			
Major Incident			
Other Public Agency Dealing			
Other Police Force Dealing			
Persistent Caller			
Weapons			
Vulnerable Child / Young Person			

This list may be added to at any time – note the definitions for the optional menu qualifiers are contained within an annex to the NSIR document available separately

## CHAPTER 3.1

### TRANSPORT

#### ROAD TRAFFIC COLLISION / INCIDENT - DEATH

<b>THEME AREA:</b>	Transport
<b>CATEGORY:</b>	Road Traffic Collision / Incident – Death
<b>DEFINITION:</b>	<p>Owing to the presence of a vehicle on a road an incident occurs whereby:</p> <p>Injury is caused to any person as a result of that incident, e.g:</p> <ul style="list-style-type: none"> <li>a) A person moves quickly to avoid a vehicle but in doing so incurs an injury.</li> <li>b) A pedestrian injures themselves on a parked vehicle.</li> <li>c) A person falls from a vehicle and injures themselves. (Excludes: death/injury to unborn babies up to the time of the collision, death due to natural causes, persons shaken with no other injury, accident witness (not directly involved) who suffers shock).</li> </ul> <p>AND</p> <p>‘Fatal Collision’ means a person dies within 30 days of the collision, as a result of the collision.</p> <p>This category will also include single vehicle incidents where no collision takes place (e.g. a motorcyclist losing control of the motorcycle, where no other vehicle is involved). It will also include all road related fatalities (e.g. if two cyclists collide on a road and death results then this would be recorded under this category).</p>

## TRANSPORT

### ROAD TRAFFIC COLLISION / INCIDENT – INJURY

<b>THEME:</b>	Transport
<b>CATEGORY:</b>	Road Traffic Collision / Incident – Injury
<b>DEFINITION:</b>	<p>Owing to the presence of a motor vehicle on a road a collision or incident occurs whereby:</p> <p>Injury is caused to any person including the driver of that vehicle</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>a) A person moves quickly to avoid a vehicle but in doing so incurs an injury.</li> <li>b) A pedestrian injures themselves on a parked vehicle.</li> <li>c) A person falls from a vehicle and injures themselves. (Excludes: death/injury to unborn babies up to the time of the collision, death due to natural causes, persons shaken with no other injury, accident witness (not directly involved) who suffers shock).</li> <li>d) A person who is a passenger is injured while getting on or off a bus or is injured as a result of the actions of the driver of that bus (e.g the driver brakes sharply to avoid a collision and a passenger falls and is injured)</li> </ul> <p>This category will also include single vehicle incidents where no collision takes place (e.g. a motorcyclist losing control of the motorcycle, where no other vehicle is involved). It will also include all road related incidents resulting in minor injury (e.g. if two cyclists collide on a road and suffer injuries then this would be recorded under this category).</p>

## TRANSPORT

### ROAD TRAFFIC COLLISION / INCIDENT – DAMAGE ONLY

#### ('Reportable' & 'Non-Reportable')

<b>THEME:</b>	Transport
<b>CATEGORY:</b>	Road Traffic Collision / Incident - Damage Only ('Reportable' & 'non-reportable')
<b>DEFINITION:</b>	<p>This will be the default category for all RTCs that do not fall into the Fatal or Injury categories.</p> <p>The standard legal definition for a 'reportable' covers the following:</p> <p>Owing to the presence of a vehicle on a road a collision occurs whereby:</p> <ul style="list-style-type: none"> <li>a) injury is caused to an animal other than an animal in that vehicle (cattle, horse, ass, mule, pig, sheep, dog or goat);</li> <li>b) damage is caused to property other than that vehicle: e.g. another vehicle, roadside furniture, hedges, fences buildings utilities poles/wires, etc.</li> </ul> <p>This category also covers RTCs that fall outside the 'reportable' categories above but fit what the public might refer to as an 'accident'. For example it would include a single vehicle RTC with a deer (or any other animal not included in the reportable category) or an incident where a vehicle has slipped off the road without causing reportable damage.</p> <p>Within this category 'road' will include car parks and roads on private land.</p> <p>'Vehicle' will include all forms of motor-vehicles, mechanically propelled vehicles, horse-drawn vehicles, bicycles, etc.</p> <p>The purpose of this category is not to place a requirement on forces to record every damage only, no-blame, no-allegations, details-exchanged (as required by the law) RTC where there is no impact on the road network or requirement for police involvement. It does allow for the opening of incidents where the nature of the accident is initially unclear. It also ensures that if something is reported then it will be recorded.</p> <p>Damage only RTCs where details were exchanged at the scene with no police involvement which subsequently turn out to involve the provision of false details should be treated as a traffic offence.</p>

## TRANSPORT

## HIGHWAY DISRUPTION

<b>THEME:</b>	Transport
<b>CATEGORY:</b>	Highway Disruption
<b>DEFINITION:</b>	<p>Any occurrence, other than an RTC, that causes, or has the potential to cause, disruption to any road user.</p> <p>This category will potentially generate a large number of records. However, this is appropriate as the emphasis for agencies on the roads is to keep traffic flowing safely by preventing and resolving causes of congestion and disruption.</p> <p>This category would include incidents on or near the highway involving abnormal loads, road blocks, breakdowns, cycle racing or other sports events on or near the highway.</p> <p><b>NOTES</b></p> <p>It is possible that forces might wish to break this or another category down into sub-categories for specific purposes, e.g.: the number of incidents involving the malfunctioning of roadside equipment, in order to share this information with other agencies. The recommended process is outlined at: paragraph 2.20.</p>

## TRANSPORT

### ROAD RELATED OFFENCE

<b>THEME:</b>	Transport
<b>CATEGORY:</b>	Road Related Offence
<b>DEFINITION:</b>	<p>This category is designed to capture Road Related Offences that are not covered by ASB Vehicle Nuisance. They may also be captured elsewhere (in systems other than incident logging) by a formal process (e.g. FPNs) and would also include unconfirmed offences (such as reports that someone has been driving carelessly but they are not found in such circumstances by the police), incidents involving suspected offences (e.g. where someone is suspected of drinking and driving but they provide a negative breath test) as well as those offences that resulted in a verbal warning or words of advice..</p> <p>Examples:</p> <ol style="list-style-type: none"> <li>1. "I am on the M6 and there is a youth, with no crash helmet, riding a motor cycle overtaking me." Close as Road Related Offence.</li> <li>2. "There is a youth riding a motor cycle on the footpath outside my house". Close as ASB Vehicle Nuisance.</li> </ol> <p>The above are clearly distinctly different locations and, while there will be many such reports in a residential context, there will also be a number where there is a mixture of circumstances. As with everything in NSIR, in cases of overlap, refer to the Principal Incident Rule.</p> <ol style="list-style-type: none"> <li>3. Mr A calls and reports a car has been parked obstructing his driveway and preventing him getting his own car out. Close as ASB Vehicle Nuisance, regardless of the outcome.</li> <li>4. Mr B calls to report a car parked, causing an obstruction, on the brow of a hill on an 'A' Class road. Close as Road Related Offence.</li> <li>5. Mr C reports a suspected drunk driver on a road. Close as Road related Offence, regardless of the outcome.</li> <li>6. Officer reports stopping an uninsured vehicle and seizes it. The officer requests arrangements for the vehicle to be uplifted. Control Room creates an incident log to support that process. Close as Road Related Offence.</li> </ol>

## TRANSPORT

### TRANSPORT INCIDENTS - NOT ROAD RELATED (Rail/Air/Marine Incident Not Recorded Elsewhere)

<b>THEME:</b>	Transport
<b>CATEGORY:</b>	Rail/Marine/Air Incident not recorded elsewhere
<b>DEFINITION:</b>	<p>An incident or activity which is not road related but involves the transport system. This category would be a suitable place for recording 'Railway', 'Air', 'Maritime' or 'Waterway' incidents/accidents not recorded elsewhere.</p> <p>Forces, particularly those with responsibilities for railways, docks or airports might want to break this category down into further sub-categories. The process adopted is the same as that described in 'Highway Disruption'.</p>

## CHAPTER 3.2

### ANTI-SOCIAL BEHAVIOUR

#### ABANDONED VEHICLES - (not Stolen or Causing an Obstruction)

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Abandoned Vehicles (not Stolen or causing an Obstruction)
<b>DEFINITION:</b>	<p>Reports of vehicles abandoned anywhere. This will include:</p> <ol style="list-style-type: none"> <li>1. Vehicles damaged in an RTC that are abandoned at the scene (not vehicles awaiting recovery).</li> <li>2. Cars known to be used as local "pool" cars and, at the time of the report, apparently abandoned.</li> <li>3. 'Scrap' or 'end of life' vehicles.</li> </ol> <p>A guiding principle here is whether or not the vehicle will be the responsibility of the local authority. If the local authority will not deal with the vehicle then it is probably not an 'abandoned vehicle'. This category does not relate to abandoned stolen vehicles as they amount to 'found property'. However, where the owner has deliberately failed to arrange collection, after being notified of the location of their abandoned stolen vehicle, and has no intention of recovering the vehicle then this will amount to an abandoned vehicle under this category. This does not relate to obstruction - covered under 'Transport'.</p> <p>Examples:</p> <ol style="list-style-type: none"> <li>1. A burnt-out vehicle is found in the street, enquiries reveal that it is not stolen. However the current owner cannot be traced and it is not clear why the vehicle is burnt-out at that location.  If this is not a crime (arson, theft, TWOC, etc.) then this should be recorded under Anti-Social Behaviour: 'Abandoned Vehicle' (not stolen or causing an obstruction).</li> <li>2. A report is received from a member of the public regarding a vehicle abandoned on private land. The vehicle has been in situ for a few days and is causing an 'eyesore'. Police enquiries have failed to establish current ownership of the vehicle. The Council has been informed and has served notice that the vehicle will be removed. This should also be recorded under Anti-Social Behaviour: 'Abandoned Vehicle' (not stolen or causing an obstruction).</li> </ol>

	<p>If the original complainant calls again to say the vehicle has not been moved or other people call in about the vehicle this should not result in the creation of a new abandoned vehicle log. However, it might be more appropriately recorded as a procedural complaint (under Administration: 'Complaints Against Police') as they are complaining about a lack of action rather than about a new abandoned vehicle but their details should be recorded on the original log. For multiple calls regarding the same abandoned vehicle the duplication rule applies (see paragraph 2.18 above).</p>
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## ANTI-SOCIAL BEHAVIOUR

### ANIMAL PROBLEMS

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Animal problems
<b>DEFINITION:</b>	<p>This would cover any incident whereby animals were creating a nuisance or people's behaviour associated with the use of the animals is construed as anti-social. However, this excludes animal-related problems occurring on the highway (see 'Transport'), 'Wildlife' incidents (see category under PSW). Such matters as are covered by offences in the notifiable crime list: e.g. The Dangerous Dogs Act (1991).</p> <p>This would include uncontrolled animals, stray dogs, non-Notifiable dog bites, barking, fouling, and intimidation by animal (which falls short of Notifiable crime), etc. but it would not include incidents such as dogs left in cars with insufficient ventilation as these would go in PSW 'Pets/Domesticated Animals'.</p>

**ANTI-SOCIAL BEHAVIOUR****BEGGING / VAGRANCY**

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Begging / Vagrancy
<b>DEFINITION:</b>	<p>Every person found begging or asking for charitable donations in any public place, street, highway, court, or passage, or causing, procuring or encouraging any child or children to do so, is guilty of an offence.</p> <p>This category will also include reports of vagrants sleeping in the open air, in shop doorways, communal corridors, car parks or insecure premises to which entry has not been forced, for example places of worship.</p> <p>This category also includes those people who, for example, without authority, sell tickets outside underground or metro stations as well as ticket touts in circumstances that do not amount to notifiable crime.</p> <p>This does not include licensed charitable collections. Any non-Notifiable Crime offences will be recorded under 'licensing'.</p>

## ANTI-SOCIAL BEHAVIOUR

### HOAX CALLS TO EMERGENCY SERVICES

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Hoax calls to Emergency Services
<b>DEFINITION:</b>	<p>False calls made to emergency services.</p> <p>Calls that convey information that is false and is known or believed to be false for the purpose of causing distress, anxiety or the wasteful misdirection of emergency services. In this context "Emergency Services" should be viewed in its widest sense and includes Coast Guards, Mountain Rescue, Mines Rescue, etc.</p> <p>N.B. Certain calls, e.g. Hoax Bomb calls are notifiable crimes and should be recorded as such e.g hoaxes involving noxious substances under Section 114 Anti-Terrorism, Crime and Security Act 2001 are on the notifiable offence list.</p> <p><b>NOTES</b></p> <ul style="list-style-type: none"> <li>• Hoax calls received directly by the police will be recorded.</li> <li>• Notification of hoax calls received from emergency services, in general, should be recorded in accordance with Counting Rule 2.10: the Other Agency Rule.</li> <li>• This category does not include silent/abandoned 999 calls or false calls made with good intent.</li> <li>• This category will also include those calls made by people with mental health problems or delusional disorders who report incidents that have not occurred. Forces are reminded of the need to ensure an appropriate risk assessment has been undertaken in respect of these calls.</li> </ul>

## ANTI-SOCIAL BEHAVIOUR

### INAPPROPRIATE USE / SALE / POSSESSION OF FIREWORKS

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Inappropriate Sale / Use / Possession of Fireworks
<b>DEFINITION:</b>	<p>This will include:</p> <ul style="list-style-type: none"><li>• Inappropriate use of fireworks;</li><li>• Unlawful sale or possession of fireworks; and</li><li>• Noise created by fireworks.</li></ul> <p><b>NOTES</b></p> <p>Whether the firework originates from a private or public location is irrelevant.</p> <p>Noise is no respecter of boundaries. Noise cannot recognise differences between public and private places.</p>

## ANTI-SOCIAL BEHAVIOUR

### LITTERING/DRUGS PARAPHERNALIA

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Littering/Drugs Paraphernalia
<b>DEFINITION:</b>	<p>Reports of nuisance behaviour involving littering. This will include:</p> <ul style="list-style-type: none"> <li>• Depositing litter or rubbish</li> <li>• Fly posting</li> <li>• Dumping</li> <li>• Drugs paraphernalia found discarded in any public place</li> </ul> <p>This does not include fly tipping, depositing 'special waste' and other, more serious, offences which amount to notifiable crimes or are covered by the Environmental Protection Act 1990, etc. Nor does it cover those activities in 'Prostitution Related Activities' such as depositing business cards.</p> <p>Recent changes to the law extend the litter offences to all open land to which the public are entitled or permitted to have access. It also extends the offence to dropping litter on water. These changes also make it clear that careless disposal of chewing gum and smoking related litter is an offence (for which an FPN can be issued).</p> <p>Drugs paraphernalia will include examples such as needles, bongs etc found discarded in any public place and where no users of that matter are present or identified and where no notifiable crime is identified. The drugs qualifier should also be applied in these circumstances.</p>

## ANTI-SOCIAL BEHAVIOUR

### MALICIOUS / NUISANCE COMMUNICATIONS

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Malicious / Nuisance Communications
<b>DEFINITION:</b>	<p>This category covers incidents and non-Notifiable crimes including obscene/nuisance/nasty phone calls, letters, e-mails, text messages, etc.</p> <p>Nuisance phone calls would include complaints about intrusive cold calling such as late night calls from replacement window firms or insurance companies.</p> <p>It will also include any series of calls from identifiable individuals where the frequency, rather than the content of the calls disrupts the efficiency of the organisation.</p> <p>This does not include Domestic Incidents as all malicious/nuisance communications within a relationship, as defined, should be classified as a Domestic Incident</p>

**ANTI-SOCIAL BEHAVIOUR****NOISE**

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Noise
<b>DEFINITION:</b>	<p>Nuisance caused by noise - will include noise nuisance resulting from:</p> <ul style="list-style-type: none"> <li>a) Business or industry.</li> <li>b) Road works.</li> <li>c) Vehicle Alarms (where no notifiable crime is disclosed) N.B. The sound of alarms can raise the fear of crime in a community and impact on any reassurance programme or they can just be extremely annoying.</li> <li>d) Pubs and Clubs (this would include the noise resulting from the overflow of people outside a pub or club which cause concern to a caller but fall short of public order or other offences. This could prove of evidential value; justifying the use of warnings and banning orders under the Licensing Act 2003).</li> <li>e) Vehicles or other devices (this will include loud exhausts, engine revving, sound systems/boom boxes in cars, ice cream van 'jingles', and loud-speakers in public places).  Complaints about noise from organised or impromptu parties or 'raves' (providing the complaint is solely about noise) should be recorded under this category.</li> <li>f) Complaints about noise from organised or impromptu parties or 'raves' (providing the complaint is solely about noise) should be recorded under this category.</li> </ul> <p>This category does not include audible alarms on domestic or business premises. These are recorded under 'Alarm: Premises Audible Only' even if the initial call is about the noise.</p> <p>This would not include individuals shouting, etc. as this would fit more appropriately in 'Rowdy or Inconsiderate Behaviour'.</p> <p>Complaints about the noise from fireworks should be recorded under 'Inappropriate use of Fireworks'.</p> <p>Complaints about noisy neighbours should be recorded under ASB 'Rowdy/Nuisance - Neighbours'.</p> <p>Some forces may wish to use the predefined sub-categories from the NSIR NICL or their own sub-categories in which case they must follow the process described in 'Highway Disruption' (see 2.19).</p>

## ANTI-SOCIAL BEHAVIOUR

### PROSTITUTION RELATED ACTIVITY

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Prostitution Related Activity
<b>DEFINITION:</b>	<p>This category includes loitering in a street or public place for the purpose of prostitution.</p> <p>It also includes other offences reported to the police, e.g. cards promoting prostitution left in telephone boxes and discarded condoms.</p> <p>N.B. Kerb crawling (and specific areas of client activity) is covered as a notifiable crime and is not part of this category.</p> <p>This category is intended to capture reports in which the circumstances around prostitution related activity cause annoyance or other similar impact upon the public. For example it might include activities in or around a brothel which impact on local residents.</p>

## **ANTI-SOCIAL BEHAVIOUR NEIGHBOURS**

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Rowdy and / or Nuisance Behaviour: Neighbours
<b>DEFINITION:</b>	<p>Reports of rowdy behaviour and general nuisance which fall short of notifiable crime. This will include:</p> <ul style="list-style-type: none"><li>• Nuisance neighbours;</li><li>• Neighbourly disputes (e.g. over boundaries, parking, etc.); and</li><li>• Noisy neighbours (inc. noisy parties, playing loud music, etc.).</li></ul> <p>This does not include complaints about noise from 'raves' or businesses; these are included under ASB 'Noise'.</p>

## ANTI-SOCIAL BEHAVIOUR

### ROWDY OR INCONSIDERATE BEHAVIOUR

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Rowdy or Inconsiderate Behaviour
<b>DEFINITION:</b>	<p>Reports of rowdy behaviour and general nuisance in a public place or in any place to which the public have access (e.g. private clubs) or in any private place where the persons involved are present with permission and in all cases where this does not amount to either a domestic incident or Notifiable Crime (i.e. this category will not include notifiable offences such as sections 4 &amp; 5 of the Public Order Act 1986). This category will include:</p> <ul style="list-style-type: none"> <li>• Shouting and swearing.</li> <li>• Loutish, rowdy and noisy behaviour.</li> <li>• General drunken behaviour.</li> <li>• Setting fires not directed at persons or property. (Any action that constitutes criminal damage/arson should be recorded as such.)</li> <li>• Climbing on buildings, including scaffolding. This will include "roof top chasing". Although, if damage is caused then it should be recorded as a Notifiable Crime.</li> <li>• Throwing stones or other missiles. N.B. If damage or injury, then record as the appropriate notifiable crime.</li> <li>• Public order incidents that do not amount to a notifiable offence or where the circumstances do not require a notifiable crime report to be submitted (following the "whether &amp; when to record" process within NCRS).</li> <li>• Nuisance caused by persons under the influence of substances that are not covered by the Misuse of Drugs Act and associated legislation (e.g aerosols, paint thinner, glue etc).</li> </ul> <p>This category will also include other incidents falling short of notifiable crime that the public might regard as inappropriate use of public space. These will include:</p> <ul style="list-style-type: none"> <li>• Gatherings in public places.</li> <li>• Impeding access to communal areas by congregating outside shops, etc.</li> <li>• Complaints of impeding access to communal areas by numbers of people using skateboards, BMX bikes, etc.</li> <li>• Playing football or other 'games' in inappropriate areas.</li> </ul>

	<ul style="list-style-type: none"><li>• Urinating in public.</li></ul> <p>It is important to note that anti-social behaviour should be defined by the nature of the activity not the age of the perpetrator. A distinction can be drawn between normal youthful activities and anti-social acts: e.g. playing football in the park compared to kicking footballs on the street, bouncing them off fences, houses, etc.</p> <p>This can include behaviour and nuisance on public transport or the private/private hire equivalent.</p> <p>The focus is on reports (not on the status of the caller) i.e. the person reporting may not be a victim or target.</p> <p>Some forces have adopted sub-categories within this category which will be subject of ongoing review. If sub-categories are used they must clearly map up to this category for recording purposes and comply with the requirements for sub-categories described under 'Highway Disruption' incidents above (see 2.20).</p>
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## ANTI-SOCIAL BEHAVIOUR

### STREET DRINKING

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Street Drinking
<b>DEFINITION:</b>	<p>Unlicensed drinking in groups in public places and this will include:</p> <ul style="list-style-type: none"> <li>• Breaches of Designated Public Places Order. This relates specifically to circumstances that constitute a breach of a Designated Public Places Order.</li> <li>• Reports of a person or persons drinking in a public place (not on licensed premises). The report is one where the caller perceives the circumstances to be anti-social.</li> <li>• Unplanned street parties involving alcohol use. This could include spontaneous street parties, which, literally, encroach onto the street.</li> </ul> <p><b>NOTES</b></p> <p>This category does not cover those found possibly drunk and incapable as this can relate to illness and is therefore better captured under the theme 'Public Safety', category: 'Collapse, Illness and Injury' with an 'alcohol' qualifier.</p> <p>Drunk and Disorderly does not fit in this category because the category relates merely to street drinking and not to associated misbehaving. D&amp;D should be placed in ASB under Rowdy/Inconsiderate.</p> <p>The "Alcohol" qualifier would not usually apply to incidents recorded as "Street Drinking". The Alcohol qualifier definition sets down that it is for incidents where the consumption and effects of alcohol are more than merely incidental. The idea is to capture the circumstances where the consumption of alcohol has affected someone's behaviour and been a major contribution to the activities leading up to the incident.</p>

**ANTI-SOCIAL BEHAVIOUR****TRESPASS**

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Trespass
<b>DEFINITION:</b>	<p>This category covers incidents where people have entered land (including water) or premises without lawful authority or permission in circumstances that fall short of notifiable crime.</p> <p>Examples of incidents in this category would range from people taking unauthorised short cuts through a garden or building through to those setting up unauthorised camp-sites. It also includes people trespassing on railways, etc.</p>

## ANTI-SOCIAL BEHAVIOUR

### VEHICLE NUISANCE / INAPPROPRIATE USE

<b>THEME:</b>	Anti-Social Behaviour
<b>CATEGORY:</b>	Vehicle Nuisance / Inappropriate Use
<b>DEFINITION:</b>	<p>This category is intended to capture motor vehicle (any type of motor vehicle, including motor cycles) related incidents that are <b>perceived</b> to be anti-social and nuisance caused by behaviour associated with vehicle usage that is not recorded as 'Crime'.</p> <ul style="list-style-type: none"> <li>a) Nuisance caused by vehicles being repaired on the highway.</li> <li>b) Vehicle parking related nuisance.</li> <li>c) Street cruising: parading up and down same street for no apparent reason to the annoyance and bother of other road users, residents, etc.</li> <li>d) Vehicle meetings, large numbers of vehicle in convoys and other associated behaviour, e.g. handbrake turns. (N.B. Dangerous Driving is a notifiable crime.)</li> <li>e) Riding / driving on land other than on a road.</li> <li>f) Misuse of Go-Peds, motorised skateboards, electric pedal cycles and mini-motos.</li> <li>g) An unlicensed dealer exposing 2 or more vehicles for sale on the same road or within 500 metres of each other.</li> <li>h) Any other motor vehicle related nuisance.</li> </ul> <p>Examples:</p> <ol style="list-style-type: none"> <li>1. "There is a youth riding a motor cycle on the footpath outside my house". Close as ASB Vehicle Nuisance.</li> <li>2. "I am on the M6 and there is a youth, with no crash helmet, riding a motor cycle overtaking me." Close as Road Related Offence.</li> </ol> <p>The above are clearly distinctly different locations and, while there will be many such reports in a residential context, there will also be a number where there is a mixture of circumstances. As with everything in NSIR, in cases of overlap, refer to the Principal Incident Rule.</p> <ol style="list-style-type: none"> <li>3. Mr A calls and reports a car has been parked obstructing his driveway and preventing him getting his own car out. Close as ASB Vehicle Nuisance, regardless of the outcome.</li> </ol>

4. Mr B calls to report a car parked, causing an obstruction, on the brow of a hill on an 'A' Class road. Close as Road Related Offence.

**NOTES**

The specific categories are derived following consultation with the public, to support an understanding of what the public perceive as "Anti-Social Behaviour".

Therefore, for reports of these types of incident in a neighbourhood, community or residential context, the appropriate category is likely to be ASB, rather than Road Related Offence. Conversely, where vehicle related issues are reported in other locations, e.g. on a motorway, then this is likely to be something other than ASB, such as a Road Related Offence.

This incident category is intended to capture wide information relevant to work in support of actions under section 59 of the Police Reform Act 2002.

## CHAPTER 3.3

### PUBLIC SAFETY AND WELFARE

#### ABANDONED CALL

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Abandoned Call
<b>DEFINITION:</b>	<p>This category covers telephone calls where there is an indication that a call has been made deliberately to the police and has subsequently been abandoned without an explanation or a call has been made without the caller speaking to the operator/call-taker (this would include calls made by children that do not require a police response) and includes 999 calls where the caller has dialled 999 in genuine error and having been spoken to, the call handler is satisfied that there are no other suspicious circumstances or concerns for safety involved and that the call is not a hoax.</p> <p>This category is under Public Safety/Welfare as the main impact of abandoned calls is on other people with genuine concerns who cannot get through to the police.</p> <p>If noises are heard or there is anything to indicate that there should be a cause for concern then this matter should be recorded under 'Concern for Safety' thereby ensuring an appropriate response (e.g. subscriber checks).</p> <p>'ASB Malicious Communication' should be used for recording complaints about nuisance calls. If the matter requires action by a telephone company then 'transferred to another agency' would be the appropriate closing category or qualifier.</p>

## PUBLIC SAFETY AND WELFARE

### ABSCONDERS / ABSENT WITHOUT LEAVE (AWOL)

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Absconders / AWOL
<b>DEFINITION:</b>	<p>Reports concerning those who are absent without leave from HM Forces or HM Prisons in circumstances that fall short of a notifiable offence.</p> <p>This does not include unauthorised absences from children's homes or hospitals (see 'Missing Persons').</p>

## PUBLIC SAFETY AND WELFARE

### ALARM - MONITORING STATION – FALSE (ACTIVE)

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Alarm: Monitoring Station – False Alarm - Active
<b>DEFINITION:</b>	<p>A report of an activation of an automatic alarm system which is linked to a monitoring station. The police response is still active. There is no evidence that a notifiable crime has been committed.</p> <p><b>NOTES</b></p> <p>There are different circumstances in which alarm activation will be recorded under NSIR:</p> <ul style="list-style-type: none"> <li>• Under PSW ('Suspicious Circumstances') e.g. where a car or person is seen in the area at the time of the alarm sounding and has now disappeared.</li> <li>• Under PSW for any activation that fits the PSW alarms criteria.</li> </ul> <p>The following would be included in this category:</p> <ul style="list-style-type: none"> <li>• Equipment faults</li> <li>• Alarm tests</li> <li>• Power failures</li> <li>• Line faults</li> <li>• Key holder attendance/non-attendance/late</li> <li>• Weather causing activation</li> <li>• Insect/animal activated</li> <li>• Unknown cause</li> </ul> <p>This category would also capture warnings and final warnings following a series of false alarms.</p>

## PUBLIC SAFETY AND WELFARE

### ALARM - MONITORING STATION – FALSE (WITHDRAWN)

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Alarm: Monitoring Station – False Alarm - Withdrawn
<b>DEFINITION:</b>	<p>A report of an activation of an automatic alarm system which is linked to a monitoring station. The response has been withdrawn. There is no evidence (in accordance with NCRS/Home Office Counting Rules) that a notifiable crime has been committed.</p> <p>This category would include:</p> <ul style="list-style-type: none"><li>• Equipment faults</li><li>• Alarm tests</li><li>• User errors</li><li>• Line Faults</li></ul>

## PUBLIC SAFETY AND WELFARE

### ALARM – POLICE INSTALLED

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Alarm: Police Installed
<b>DEFINITION:</b>	<p>A report of an activation of an automatic alarm system, which has been installed by the police.</p> <p>There are no grounds to suggest that a notifiable crime has been committed.</p> <p>Historically forces have tended to categorise these as either genuine or false.</p> <p>Where there is a genuine activation it is anticipated that either a notifiable crime will result or (as many of these alarms are installed due to a history of domestic violence) that a NICT domestic incident will be recorded. In these cases the appropriate classification will be either "crime" or NICT domestic incident.</p> <p>False activations prompted by a genuine belief on the part of the alarm holder that a threat existed should also be qualified as "call with good intent".</p>

## PUBLIC SAFETY AND WELFARE

### ALARM – PREMISES AUDIBLE ONLY

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Alarm – Premises Audible Only
<b>DEFINITION:</b>	<p>A report of an activation of an alarm system which is not linked to a central system or installed by the police. There are no grounds to suggest that a notifiable crime has been committed.</p> <p>This category refers to commercial and domestic premises/properties with their own stand-alone alarm. This category will include reports where the caller is complaining of the noise of this type of alarm causing a nuisance.</p> <p>This category also includes "Operation Cordless" alarm activations (reports of alarm activations at BT telephone kiosks) where there is no evidence of a notifiable crime having been committed.</p> <p>This category does not include alarms fitted to vehicles. (Such instances are recorded as crimes if a Notifiable Crime has occurred <i>or</i> ASB: 'Noise' if no crime has been committed or attempted).</p>

## PUBLIC SAFETY AND WELFARE

### CIVIL DISPUTES

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Civil Disputes
<b>DEFINITION:</b>	<p>These are disputes, misunderstandings and breakdowns in communication falling short of allegations of Notifiable Crime between private individuals and/or organisations in respect of differences about the parties' respective legal rights and interests.</p> <p>Some legal rights are inherent, such as personal safety, ownership of property, personal integrity and reputation whilst other rights arise out of agreements. The difference or dispute is likely to centre on a failure by one person to perform legal duties owed to another which result in harm to the legal interests of that other person.</p> <p>The principal categories of civil dispute involve claims founded in the law of contract, the law of tort, which is concerned in particular with accidents and professional negligence, breaches of trust and the redistribution of shared property following the break up of relationships.</p> <p>This category does not include Domestic Incidents as all civil disputes within a relationship, as defined, should be classified as a Domestic Incident. Civil Disputes within a domestic situation should always be categorised as a Domestic Incident as these appear higher in the hierarchy list within the Principal Incident Rule.</p>

## PUBLIC SAFETY AND WELFARE

### COLLAPSE / INJURY / ILLNESS / TRAPPED

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Collapse / Illness / Injury / Trapped
<b>DEFINITION:</b>	<p>A report that a person has been found either collapsed or appears to be suffering from any illness or injury (including mental illness) or is trapped (this will include those trapped in lifts as well as those caught by rising tides, etc). This will not include those injured as a result of an RTC or Crime but it will include those who have deliberately self-harmed.</p> <p><b>NOTES</b></p> <p><i>This will include those who appear to be drunk and incapable but not those considered to be drunk and disorderly. D &amp; D should be recorded under ASB/Rowdy-Inconsiderate.</i></p>

## PUBLIC SAFETY AND WELFARE

### CONCERN FOR SAFETY

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Concern for Safety
<b>DEFINITION:</b>	<p>A report received where there is genuine and justifiable concern for a person's welfare or well-being. The report does not outline any information which may indicate that the person is missing.</p> <p>If age is an important factor (e.g. child at risk) then the NICL Vulnerable Child/Young Person qualifier should be considered to ensure appropriate emphasis. If concern is expressed for more than one person (e.g. mother and child) then this should still be recorded as one incident of concern for safety.</p> <p>This category would include such circumstances as where a victim of crime hears that the perpetrator is being released from prison and the victim duly has concerns that there may be issues around their personal safety.</p> <p>If the concern for safety is due to disappearance or non-appearance then the appropriate category will be under 'missing person'.</p> <p>Where there is a concern for someone who is collapsed or ill/injured then the PSW-Collapse/Illness/Injury category must be used.</p> <p>If the concern for safety arises as part of a Domestic Incident, it should be recorded as such.</p>

## PUBLIC SAFETY AND WELFARE

### DOMESTIC INCIDENT

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Domestic Incident (non-Notifiable Crime)
<b>DEFINITION:</b>	<p>A report of a domestic incident, which occurs in either a public or private place.</p> <p>This would include 'Rowdy / Inconsiderate Behaviour' (raised voices / heated arguments, etc.) occurring in domestic situations involving partners (including former partners) and/or family members.</p> <p>This category is designed to capture those incidents where the circumstances do not amount to a notifiable crime. This also includes incidents which fall outside the ACPO definition of Domestic Abuse.</p> <ul style="list-style-type: none"> <li>• This category would also be used when a person is accompanied back to the location of a domestic incident to collect their belongings.</li> <li>• Where a notifiable crime has been committed the incident should be closed under an appropriate crime code.</li> <li>• If there are additional characteristics that forces wish to capture or are specified within the NICL or the optional menu then 'qualifiers' should or may be used (e.g. 'Vulnerable Child / Young Person' or 'Alcohol').</li> <li>• Where an incident or crime has been recorded and there are ACPO defined domestic abuse issues then forces should consider using the 'Domestic Abuse' qualifier as defined within the NSIR optional qualifier menu.</li> </ul>

## PUBLIC SAFETY AND WELFARE

### FIREARMS INCIDENTS

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Firearms (non-Notifiable Crime and incidents)
<b>DEFINITION:</b>	<p>This category covers incidents and non-Notifiable Crimes involving firearms and imitation firearms.</p> <p>This category also covers firearms licensing offences that are not notifiable crimes.</p> <p>It also includes incidents where no offences are disclosed, e.g. reports of people using guns whilst out 'lamping' or shooting vermin on farmland but who turn out to have the farmer's permission. Where calls are received advising that the caller is going out "lamping" then forces may choose to record under this category or may record within Administration – Pre-planned events. It is recommended that in these cases forces also apply the "lamping" qualifier contained within the optional menu set.</p> <p>Section 19 of the Firearms Act 1968 (previously covered by this category) has been amended by Section 37 of the Anti-Social Behaviour Act 2003. This means that the Police can take positive action when they deal with offences. A person now commits an offence if, without lawful authority or reasonable excuse, (and the proof lies with them) they have with them in a public place:</p> <ul style="list-style-type: none"> <li>• any air weapon (whether loaded or not);</li> <li>• any imitation firearm (defined as anything which has the appearance of a firearm);</li> <li>• a loaded shotgun</li> <li>• any other firearm (whether loaded or not) together with ammunition suitable for use in that firearm.</li> </ul> <p>This category also includes incidents and non-notifiable crimes relating to BB guns.</p>

**PUBLIC SAFETY AND WELFARE****IMMIGRATION**

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Immigration
<b>DEFINITION:</b>	Any incident, which falls short of a notifiable crime that concerns immigration, asylum issues, etc.

## PUBLIC SAFETY AND WELFARE

### INDUSTRIAL INCIDENT / ACCIDENT

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Industrial Incident / Accident
<b>DEFINITION:</b>	<p>This category covers accidents or incidents occurring at industrial sites. It does not include sudden deaths or notifiable crimes.</p> <p>This category will include incidents not just in factories and workshops but also in offices and on building sites or any other workplace and could involve industrial transport accidents occurring off-road, e.g. a dumper-truck on a building-site.</p> <p>This will include incidents or accidents which the police investigate on behalf of HSE (e.g. accidents at racetracks, etc.) as well as incidents such as gas leaks, power failures, etc.</p> <p>It does not include industrial action such as strikes and picketing which should be classified under the Protest/Demonstration category.</p> <p>Some forces may wish to use a sub-category if they have a number of incidents such as gas leaks.</p> <p>Non-payment concerns or disputes should be recorded as 'Civil Dispute'.</p>

## PUBLIC SAFETY AND WELFARE

### INSECURE PREMISES/VEHICLES

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Insecure Premises/Vehicles
<b>DEFINITION:</b>	<p>Any incident, falling short of a either a notifiable crime or a report of suspicious circumstances/activity, that involves insecure premises or property and there is no evidence of a forced or unlawful entry. This will include buildings that people other than the police consider to be vulnerable. Premises will include any building as well as vessels and vehicles used for habitation, business or storage. It also includes insecure motor vehicles.</p> <p>The category is designed primarily to record the concerns and perceptions of those outside the police service rather than encouraging the police to become involved in risk assessing premises and thereby potentially becoming liable should the risk assessment be incorrect.</p> <p>The vulnerability can include natural threats such as flooding.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• The alarm system on a building (such as a bank) has been deactivated due to an electrical fault or to allow decorators to work on the premises.</li> <li>• Premises where an entrance is insecure and the owners/occupiers are known to be away (this could include the front door of a house or the hatch of a barge).</li> <li>• A motor car with an unlocked or open door or boot lid but where there is no apparent evidence of forced entry.</li> <li>• Persons advising that their home will be unoccupied for a period of time and whilst left apparently secure the caller perceives that the building is at a greater risk than normal; they may also nominate keyholders.</li> </ul>

## PUBLIC SAFETY AND WELFARE

### LICENCING

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Licencing
<b>DEFINITION:</b>	<p>This category covers all matters and incidents which fall short of notifiable crime relating to licensing and licensed/registered premises (pubs, clubs, off-licences, theatres, cinemas, etc).</p> <p>This category does not include incidents involving Rowdy/Inconsiderate Behaviour or Noise on/in/near licensed premises as this category is not intended to capture ASB.</p> <p>This category will include non-notifiable offences relating to betting and gaming.</p> <p>Examples would include selling alcohol to underage drinkers or allowing people under 18 to see adult-only films. It would also include offences such as selling tobacco to people aged under 18.</p> <p>This category does not include matters relating to firearms (covered in 'firearms'), or matters relating to vehicle use (covered in 'transport').</p>

## PUBLIC SAFETY AND WELFARE

### MISSING PERSON

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Missing Person
<b>DEFINITION:</b>	<p>A missing person is anyone whose whereabouts is unknown whatever the circumstances of disappearance. They will be considered missing until located and their wellbeing established.</p> <p>This category includes <i>any report of a missing person</i> including those covered by the ACPO Guidance Manual.</p> <p><b>High Risk</b> - The risk posed is immediate and there are substantial grounds for believing that the subject is in danger through their own vulnerability or mental state or the risk posed is immediate and there are substantial grounds for believing that the public are in danger due to the subject's mental state.</p> <p><b>Medium Risk</b></p> <p>The risk posed is likely to place the subject in danger or they are a threat to themselves or others.</p> <p><b>Low Risk</b></p> <p>There is no apparent threat or danger to either the subject or the public.</p> <p>Further advice is available in the ACPO Guidance Manual: 'The management, recording and investigation of Missing Persons' (2005).</p> <p>Associated closures:</p> <ul style="list-style-type: none"> <li>• General observations requested from another force for a missing person Admin – Message</li> <li>• Address check for missing person from other force Admin - Police generated resource activity</li> <li>• Report of a person missing and found in same incident PSW - missing person</li> <li>• If the incident only states that person has been found and not opened as a missing person then close as ADMIN - <b>Found Person.</b></li> </ul>

## PUBLIC SAFETY AND WELFARE

### MISSING PERSON - UNAUTHORISED ABSENCE

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Missing Person: Unauthorised Absence
<b>DEFINITION:</b>	<p>This category is only to be used for children in care (in local authority or privately run care homes and/or in foster care) who are reported as absent without permission. It is designed to cover those situations where the child is absent or out beyond an agreed time.</p> <p><b>NOTE</b></p> <p>Children who go missing from their care placement account for the greatest proportion of the missing person reports received by the police. It should not be assumed that risk diminishes because of frequency of absence. Being 'streetwise' does not reduce the risk. The National Minimum Standards for Children's Homes and Fostering Services require that If the child has not returned within 6 hours then the carer must give consideration to reporting them to the Police as a missing person. Until so reported the responsibility for managing this type of absence lies with the staff of the care home or the foster carer. Once reported the Police will treat them as missing from home.</p> <p>Examples of situations where 'unauthorised absence' will apply are:</p> <ul style="list-style-type: none"> <li>• Running away after a dispute with a member of staff;</li> <li>• Failing to return on time;</li> <li>• Staying at a known location with a friend.</li> </ul> <p>Further advice is available in the ACPO Guidance Manual: 'The management, recording and investigation of Missing Persons' (2005).</p>

## PUBLIC SAFETY AND WELFARE

### NATURAL DISASTER / INCIDENT / WARNING

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Natural Disaster / Incident / Warning
<b>DEFINITION:</b>	<p>Any incident, including a potential incident that results or could result from an effect of natural forces.</p> <p>This would include incidents such as floods or damage/difficulties caused by strong winds, lightning strikes, etc.</p> <p>It does not include industrial incidents/accidents, problems with utilities or incidents resulting from human action.</p> <p>It does include warnings given of potential danger/hazards due, for example, to impending changes of the weather: i.e. that 'there is a hurricane on the way'.</p>

## PUBLIC SAFETY AND WELFARE

### PETS / DOMESTICATED ANIMALS

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Pets / Domesticated Animals
<b>DEFINITION:</b>	<p>Any incident, which falls short of a notifiable crime and does not have an anti-social element to it, that concerns pets/domesticated animals. This includes farm livestock and livery horses. Examples would include dogs locked in cars without adequate ventilation, cows trapped in hedges or fences, horses tethered on public land but apparently abandoned or ill cared for.</p> <p>This category does not include RTCs involving animals.</p>

## PUBLIC SAFETY AND WELFARE

### PROTEST / DEMONSTRATION

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Protest / Demonstration
<b>DEFINITION:</b>	<p>This will include protests or demonstrations, spontaneous or pre-planned by the organisers, where there is no notifiable crime and will include:</p> <ul style="list-style-type: none"><li>• Protest Marches;</li><li>• Strikes and industrial action; and</li><li>• Hunt saboteurs, etc.</li></ul> <p>This category will not include 'Pre-Planned Police Activity'. This means that while the event itself may have been pre-planned by the organisers they have either not informed the police beforehand or having been informed the police determined that no specific action was necessary. However on the day police action (deployment of resources) has become necessary due to unforeseen or exceptional circumstances.</p>

## PUBLIC SAFETY AND WELFARE

### SUDDEN DEATH

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Sudden Death
<b>DEFINITION:</b>	<p>A report that the sudden death of a person has occurred.</p> <p>This includes deaths that were initially treated as suspicious and were subsequently found not to be. This classification will help to identify those deaths that are more resource-intensive. However, this would not include crime related deaths.</p>

## PUBLIC SAFETY AND WELFARE

### SUSPICIOUS CIRCUMSTANCES

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Suspicious Circumstances
<b>DEFINITION:</b>	<p>This category will include the following:</p> <ol style="list-style-type: none"><li>1. A report that a person is acting in a suspicious manner.</li><li>2. A report that a vehicle is acting in a suspicious manner or that a vehicle is parked or being driven suspiciously.</li><li>3. Reports that something has happened to arouse suspicion but no vehicles, people or packages are obviously involved.</li></ol> <p>Example: The occupants of a house are known to be on holiday but the lights are seen going on and off during the night but there is no trace of suspicious people or vehicles.</p> <p><b>NOTES</b></p> <p>This category should be used for 'cold callers' (i.e. uninvited callers 'selling' door to door) who cause concern and arouse suspicion in circumstances which fall short of any notifiable crime.</p>

## PUBLIC SAFETY AND WELFARE

### SUSPICIOUS PACKAGE / OBJECT

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Suspicious Package / Object
<b>DEFINITION:</b>	<p>This category is for a report of a package or object seen in suspicious circumstances or in a location that causes concern. It also includes incidents involving substances or materials which cause concern for public health ('white powder', 'anthrax', 'ricin' or similar incidents).</p> <p>This category also includes incidents involving unexploded munitions (e.g. WW2 bombs or munitions such as mortar rounds, etc).</p> <p>This is separate from 'Suspicious Circumstances' as it causes a different response, e.g. evacuation, cordons, notifying Bomb Disposal or other specialist teams.</p> <p><b>NOTES</b></p> <p>This category should not be used where there are indications of a Notifiable crime.</p> <p>Following the attacks of 07/07/05 in London the number of reports of suspicious packages increased across the country. As a consequence, this category could be used as a possible indicator of public anxiety about the threat of terrorism.</p>

## PUBLIC SAFETY AND WELFARE

### TRUANCY

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Truancy
<b>DEFINITION:</b>	<p>This category covers pupils who are staying away from school without permission. It does not include reports of children running away or going missing from school when their whereabouts are unknown. These cases must be considered as missing persons in line with ACPO Missing Persons policy.</p> <p>It will also cover offences of failing to secure regular attendance at school (parents who know their child fails to attend school regularly and fail without reasonable justification to cause him or her to attend school).</p>

## PUBLIC SAFETY AND WELFARE

### WANTED PERSONS, POLICE / COURT ORDERS AND BAIL

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Wanted Persons, Police/Court Orders and Bail
<b>DEFINITION:</b>	<p>Any incident which falls short of a notifiable crime that involves a breach or check of any police or court order or breach of bail.</p> <p>Incidents involving physical checks on whether people are complying with curfew or bail conditions and incidents involving breaches of those conditions. This category will also include reports received that a person has breached bail conditions or is wanted for other offences.</p> <p><b>NOTE</b></p> <ul style="list-style-type: none"> <li>• Use Public Safety and Welfare, Domestic Incident for any of the above incidents which are domestic related.</li> <li>• Use Anti-social Behaviour, Neighbour Rowdy and / or Nuisance Behaviour if it is a 'Neighbour related' injunction/order and the incident reported is behaviour, further relating to the reason for the injunction (Principle Incident Rule)</li> <li>• Breach of an Anti-Social Behaviour Order (ASBO) is a crime. This is a state based crime. Please refer to HOCR. Whether to record point 2 and Annex D. 'For offences against the state the points to prove to evidence the offence must clearly be made out, before a crime is recorded.'</li> <li>• Breach of Injunction or Restraining Orders for Harassment is a notifiable crime.</li> <li>• Use Administration/Messages if a bail returnee attends a closed police station, phones the contact centre who create an incident and carry out a PNC check then print the log for the information of the Enquiry Officer/Station Duty Officer (as no physical check has been carried out).</li> </ul>

## PUBLIC SAFETY AND WELFARE

### WILDLIFE

<b>THEME:</b>	Public Safety and Welfare
<b>CATEGORY:</b>	Wildlife
<b>DEFINITION:</b>	<p>A report of an incident that involves wildlife. This category is designed to capture incidents and offences that fall short of notifiable crime.</p> <p><b>NOTES</b></p> <p>Following the baseline trial of 8 sub-categories it quickly became clear that there were problems in the call-handling/communications environment with accuracy and consistency of recording of wildlife incidents across forces.</p> <p>The investigation of wildlife incidents may involve legislation that is both complex and seldom encountered by the majority of police officers and staff. There are serious cost implications in terms of training staff to record accurately incidents with which they may never deal. Therefore, by using this general category that is clearly demarcated from pets/domestic animals, it will be possible for the wildlife experts within forces to identify quickly those incidents requiring their analysis and those experts can then further sub-divide the incidents to meet their own needs within the ACPO guidelines on Wildlife matters.</p> <p>However, for those forces who wish to use sub-categories in this category it is suggested that they use some or all of the 8 sub-categories trialled during the Baseline Year ('Animals', 'Birds', 'Cruelty', 'Endangered Species', 'Game', 'Plants', 'Poisons' and 'Protected Places').</p> <p>Health and safety issues must also be considered as dealing with wildlife can carry risks of injury and infection. The advice of a force wildlife officer should be sought where incidents of this nature are reported.</p>

## CHAPTER 3.4

### ADMINISTRATION CATEGORIES

#### Preface to Administration Theme

The Administration Theme defines a number of categories, which in turn describe types of calls for service, contacts and activities that fall outside of the main NICL theme groupings of Transport, Anti-Social Behaviour (ASB), and Public Safety and Welfare (PS&W) as well as any Crime incident descriptors that forces may use.

It is not mandatory that forces capture every call for service / contact fitting these Administration categories on their respective Command and Control or Incident recording systems. However, where forces do choose to capture the types of contact described they should be able to attribute the relevant Administration category / descriptor to any record that is created. This ensures the accuracy and relevance of the codes contained within the main NICL theme groupings and prevents corruption of that data. Data returns under the ADR will only capture Administration at the theme level. In terms of audit it is recommended that forces consider that, so long as the matter recorded is correctly classified as admin, errors contained within admin should not be reflected in overall compliance figures.

#### Minimum Data Standard Exceptions

There will be instances when it is entirely appropriate for information about calls within Administration categories not to meet the Minimum Data Standards (MDS) as applied to incidents / contacts recorded under the main NICL theme headings. For example, where call handlers merely act as a switchboard facilitating the passing of messages, transfer of calls, or creation of 'contact records'. This ensures that the demands of recording contacts that are not operationally important or significant are not unnecessarily bureaucratic. However, in such instances the appropriate NICL code should be used to classify the contact record.

## ADMINISTRATION CATEGORIES

### CANCEL / EXIT / ERROR

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Cancel / Exit / Error
<b>DEFINITION:</b>	To be used to close those logs not required for the recording of incidents or activities: e.g. incident logs that have been opened by mistake.

## ADMINISTRATION CATEGORIES

### COMPLAINTS AGAINST POLICE

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Complaints Against Police
<b>DEFINITION:</b>	To be used to record initial contact regarding complaints against police.

## ADMINISTRATION CATEGORIES

### CONTACT RECORD

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Contact Record
<b>DEFINITION:</b>	<p>This category is to be applied to those command and control logs (or other system records) used to record contacts with customers that amount to answering questions or resolving queries by the giving of general advice.</p> <p>Creation of this category for 2007/8 was not intended to place a requirement on forces to record all such contacts but recognises that many now choose to do so. The addition of this category was (and remains) solely intended to assist those forces who choose to use their incident logging system to capture "Contact records" in addition to other incidents. This will usually be where those forces are not developing or purchasing a dedicated "Contact Record Management" system.</p> <p>It recognises that some forces now choose to utilise their systems to record all customer contact irrespective of the subject matter.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Mr A has been issued with an HORT/1 form. He phones asking for the opening times of the police station. A log is made of this contact.</li> <li>• Mrs B calls querying if there will be a police presence at the impending village fete. A log is made of this call.</li> </ul> <p>This category should not be used for incidents within the ASB, PSW or Transport themes whereby the matter reported has been resolved or dealt with by means of providing advice to the caller/victim. Such incidents must be classified with the appropriate ASB, PSW or Transport category.</p>

**ADMINISTRATION CATEGORIES****DUPLICATE**

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Duplicate
<b>DEFINITION:</b>	To be used to close duplicate records.

## ADMINISTRATION CATEGORIES

### LOST / FOUND PROPERTY / PERSON

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Lost / Found Property / Found Persons - Including Found Stolen Motor Vehicles
<b>DEFINITION:</b>	<p>To be used to record lost and found property.</p> <p>This will include found stolen vehicles (see also entry for 'abandoned vehicles') as well as vehicles that were reported as stolen which in fact were lost, e.g. where someone has parked in a car park and they report their car as stolen when they simply cannot recall where they parked it or where someone has forgotten that they lent their car to someone who duly returns it or reminds them of the lending.</p> <p>It will also include found people, i.e. anyone who has previously been reported missing, where the force in whose area the person is found needs to create a new record to resolve the enquiry.</p>

Examples in respect of found persons:

This category is not to be used to record missing persons who are found within the life that the original incident is live. It is only to permit the classification of incident logs created to manage the finding of a previously reported missing person.

Example 1: Fred is reported missing in Force A and subsequently is found in the area of Force B. Force A will have a PSW Missing Person incident. Force B would classify any record they create as 'Admin: Found Person'.

Example 2: Fred is reported missing in Force A. The incident created by Force A is closed and classified as 'PSW: Missing Person'. Some considerable time later Fred is found elsewhere in Force A area. To manage this Force A should create a new record as 'Admin: Found Person'.

## ADMINISTRATION CATEGORIES

### MESSAGES

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Messages
<b>DEFINITION:</b>	<p>To be used to record messages.</p> <p>This category would include requests to pass on details of deaths, injury or illness as well as informing people that someone was in custody or required at Court.</p> <p>This will include closure of logs relating to PNC messages (including observation messages and circulations for wanted persons). It will also include passing of messages such as advising all units that a particular custody unit is full or advising staff that an individual is waiting to see a member of staff at a particular location. It will also be used to record technical faults (e.g. advising units that a barrier is malfunctioning or the command and control system has collapsed). It can also be used to record that other agencies are out on patrol (e.g. Military Police or Neighbourhood Watch).</p>

## ADMINISTRATION CATEGORIES

### POLICE GENERATED RESOURCE ACTIVITY

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Police Generated Resource Activity
<b>DEFINITION:</b>	<p>To be used to record incidents/information relating to activities generated by the police. This category could be used to record prisoner escorts, etc.</p> <p>This category will also include what some systems refer to as 'child' logs (tasking that forms part of an incident - the 'parent' log), e.g. an evacuation as part of a response to a major incident.</p>

## ADMINISTRATION CATEGORIES

### PRE-PLANNED EVENTS

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Pre-Planned Events
<b>DEFINITION:</b>	<p>This closing category is to be used for pre-planned events such as major sports fixtures; pop concerts, etc (See also NSIR Ch 2 para 2.11.)</p> <p>It is also to be used to record notifications of pre-planned events from members of the public.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>School fetes</li> <li>Lawful shoots</li> <li>Organised drag hunts</li> <li>Lamping (use this in conjunction with the lamping qualifier if your force utilises this).</li> </ul> <p>This excludes reports advising of possible incidents that may occur in the future such as calls advising that something may occur in the future.</p>

## ADMINISTRATION CATEGORIES

### TEST / TRAINING

<b>THEME:</b>	Administration
<b>CATEGORY:</b>	Test / Training
<b>DEFINITION:</b>	To be used to close incidents that relate, for example, to technical testing of systems or processes (including other agency testing of systems, e.g. Prison to Police communications links). This category will also be used for closing training activities, e.g. pursuit training exercises for drivers and communications staff, etc.

## CHAPTER 3.5

### QUALIFIERS

From April 2009 only a small number of qualifiers will form part of the NICL and thus be subject of ADR collections. The remaining nationally defined qualifiers no longer within NICL will form the nucleus of an optional menu list of nationally defined qualifiers. The definitions for the optional qualifiers can be found in the appendix A to this document "The National Optional Qualifier Menu and Definitions". This menu may be added to at any time during the year.

### HATE AND PREJUDICE

#### RECORDING OF HATE INCIDENTS AND HATE CRIMES

#### EXTRACT FROM 'HATE CRIME: DELIVERING A QUALITY SERVICE PRODUCED BY ACPO / PSU IN MARCH 2005:

It must be clearly understood that evidence of an offence is not a requirement for a hate incident to be recorded. There is no evidential test as to what is or is not a hate incident. Perception by anyone that a hate incident has occurred is all that is required. A Hate Incident is defined as: 'Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person as being motivated by prejudice or hate'.

Where the hate element is not immediately apparent the person reporting should be asked the reasons for their belief, which should be recorded to assist in identifying possible lines of enquiry. It should also be noted that other incidents that are not initially recorded as hate incidents may be so recorded at a later stage, if the victim subsequently discloses such a perception or their original perception changes.

Police officers may well identify a hate incident as such even where the victim or others do not. Where this occurs the incident should be recorded in the appropriate manner. Victims may either be unwilling to reveal that they are being targeted because of their skin colour, religion or sexuality or gender reassignment (especially in the case of someone from the Lesbian, Gay, Bisexual and Transgender (LGBT) community) or may not be in fact aware that they are a victim of hate crime even if this is obvious to another person.

For example a heterosexual man walking through an area frequented by gay men is verbally abused without provocation. He reports the incident but does not believe it to be homophobic because he is not gay. The officer taking the report is aware that several men have been attacked in that area over the last few weeks and suspects that someone is targeting men in the area because they perceive them to be gay. The officer correctly reports this as a homophobic incident recording the reasons in the report.

Where any person, including police personnel, reports a hate incident it must be recorded as such:

- Regardless of whether they are the victim or not.
- Whether a crime has been committed or not.
- Irrespective of whether there is any evidence to identify the hate element.

Such records must be factually accurate, easy to understand and identify at an early stage any risks to the victim, their family or the community as a whole. By adopting this approach the service ensures that all reports of hate incidents are recorded and acknowledges the perceptions of everyone concerned. For 2009/10 the diversity qualifiers are as laid down in the ACPO Hate crime policy.

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It is important to remember that, whilst NSIR provides qualifiers in line with the ACPO policy requiring the identification of certain types of Hate motivated Incidents, there will be other circumstances whereby the caller or victim may perceive that the circumstances amount to a hate crime or incident.

## QUALIFIERS

### PREJUDICE: RACIAL

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Prejudice: Racial
<b>DEFINITION:</b>	<p>This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be racially motivated.</p> <p>This will include any motivation based on colour, race, nationality or ethnic or national origins, including countries within the UK and Gypsy and Traveller groups</p>

## QUALIFIERS

### PREJUDICE: RELIGION OR BELIEF

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Prejudice: Religion or Belief
<b>DEFINITION:</b>	<p>This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's religion or belief or perceived religion or belief.</p> <p>This will include any religious or belief group, and any lack of religion or lack of belief.</p>

## QUALIFIERS

### PREJUDICE: SEXUAL ORIENTATION

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Prejudice: Sexual Orientation
<b>DEFINITION:</b>	This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's sexual orientation or perceived sexual orientation.

## QUALIFIERS

### PREJUDICE: DISABILITY

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Prejudice: Disability
<b>DEFINITION:</b>	<p>This qualifier is to be used to identify any incident which is perceived by the victim or any other person to be motivated because of a person's disability or perceived disability.</p> <p>This includes physical disability, learning disability and mental health disability.</p>

## QUALIFIERS

### PREJUDICE: TRANSGENDER

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Prejudice: Transgender
<b>DEFINITION:</b>	<p>This qualifier is to be used to identify any incident which is perceived to be motivated because a person is transgender or is perceived to be transgender by the victim or any other person.</p> <p>Transgender includes people who are transsexual, transgender, transvestite and those who hold a Gender Recognition Certificate under the Gender Recognition Act 2004.</p>

## QUALIFIERS

### ALCOHOL

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Other Characteristics: Alcohol
<b>DEFINITION:</b>	<p>This qualifier is to be used to capture the characteristics and motivating factors around an incident where the consumption and effects of alcohol are more than merely incidental. The idea is to capture the circumstances where the consumption of alcohol has affected someone's behaviour and been a major contribution to the activities leading up to the incident. It would not, for example, be used when a perfectly sober individual went into an off-licence and stole a bottle of wine nor would it be used for licensing offences unless the problem was the consumption and subsequent effects of consuming alcohol.</p>

## QUALIFIERS

### DRUGS

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Other Characteristics: Drugs
<b>DEFINITION:</b>	<p>This qualifier is to be used to capture the characteristics and motivating factors around an incident where the use of drugs has featured.</p> <ul style="list-style-type: none"> <li>• Reports where the incident contains any reference to the behaviour or wellbeing of any person being affected by the consumption of drugs, whether legal or illegal</li> <li>• Reports of the misuse, possession or creation of classified substances and/or paraphernalia reasonably assumed to be associated with such substances.</li> </ul> <p><b>NB</b></p> <p>This does not include incidents associated with persons under the influence of substances that are not covered by misuse of drugs legislation (e.g. aerosols, paint thinner, glue, etc.) Forces should consider applying the optional qualifier 'Other Intoxicants'.</p> <p>If any notifiable offence is recorded due to NCRS, then the incident should be classified as 'Crime'.</p> <p>This qualifier does not include the misuse of alcohol.</p> <p>'Drugs', for the purposes of this qualifier means:</p> <ul style="list-style-type: none"> <li>• All substances covered under Misuse of Drugs Act 1971 (all class A, B and C substances).</li> <li>• Medications prescribed by healthcare officials</li> <li>• Medications bought as non-prescription drugs</li> </ul>

Examples of incidents receiving this qualifier within NICL, which are not crimes:

- Report of youths smoking pot in bus shelter, youths currently at location. Police respond; find a smell of cannabis in the air but no physical substance is found.
- Member of public reports small bag of white powder left in public toilets. Police attend, test substance found to be amphetamine. No owner identifiable.
- Report received of cannabis being grown on an allotment. On investigation plant found to be growing on wasteland to side of allotments near bird feeders, no signs of plants being tended.
- Report of empty syringes found behind cricket pavilion on local playing field.

## QUALIFIERS

### MENTAL HEALTH

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Other Characteristics: Mental Health
<b>DEFINITION:</b>	<p>This qualifier is to be used to endorse an incident involving a person who has, or appears to be suffering from, a mental disorder or mental impairment including learning difficulties.</p> <p>Forces are reminded that they should ensure that appropriate risk assessments have been carried out in response to calls considered or perceived to have a mental health or delusional cause or contributory factor.</p>

## QUALIFIERS

### YOUTH RELATED

<b>THEME:</b>	Qualifier
<b>CATEGORY:</b>	Other Characteristics: Youth Related
<b>DEFINITION:</b>	<p>This qualifier is to be used to endorse an incident emphasising the importance of the age of the protagonists and where the perceived or actual age is under 18.</p> <ul style="list-style-type: none"> <li>. Perceived age is relevant in 2 circumstances: <ul style="list-style-type: none"> <li>Where the caller perceives the age as above and there is no positive information to the contrary. An example of positive contrary information will include when officers respond to a report of theft, arrest the offenders and are able to confirm that they are aged over 17yrs. In another context, if the caller reports an incident of youth disorder and perceives that the protagonists are of the relevant age group but they have gone before the police arrive, then the perception of the caller is the relevant information.</li> <li>The protagonists are spoken to and cannot or will not confirm their age. In this case, the perceived age is relevant.</li> </ul> </li> </ul> <p><b>This qualifier is intended for use with all Crime and NICL theme areas. It is not restricted to any one primary category, for example, it is not restricted to youth related anti-social behaviour.</b></p>

## CHAPTER 4

### MINIMUM DATA STANDARDS - NSIR

#### 4.1 NSIR Incident Report

For the purpose of NSIR, an incident report is any communication, by whatever means, about a matter which comes to Police attention, which amounts to a NICL incident.

#### 4.2 Minimum Data Requirement

- a) Time and date when report received, and method of reporting, e.g. via telephone, front office, direct report to an officer or by any other means.
- b) Time and date when report recorded.
- c) Incident Unique Reference Number.
- d) Details of informant (name, contact address and telephone number) and status:
  - i) Victim (may or may not be an eye-witness); or
  - ii) Witness (present at some incident and able to give evidence/confirmation. This sub-category should not include victims); or
  - iii) Other Agency (a person representing a department or body providing a specific service e.g. a person from Social Services reporting an incident in their official capacity. This would also include representatives of transport firms with Abnormal load reports and includes other police forces); or
  - iv) Staff on Duty (If a member of staff reports an incident when off duty they will fall into one of the other categories and, if it is appropriate, their work status can be included in the body of the text); and
  - v) Third Party (a person who falls outside of the categories above e.g. a person reporting something on behalf of a friend).

These are the minimum number of informant categories required. Some forces may choose to use a catchall category such as 'other' to capture calls that fall outside these categories. Other forces may choose, or have already chosen, to use their own extended list to cover all other eventualities.

- e) Sufficient information to describe location and nature of report (inc. time & date).
- f) The opening category.
- g) The closing category including sub-classification/qualifying code.
- h) Time and date of initial and closing classification.

Guidance on duplicate/multiple calls is given at paragraph 2.19 above.

## CHAPTER 5

### QUALITY ASSURANCE

The Home Office Counting Rules (HOCR) provides the police service with direction on the recording of notifiable crime. It contains the following statement:

*'All reports of incidents, whether from victims, witnesses or third parties and whether crime related or not, will result in the registration of an incident report by the police'.*

Not all incidents reported to the police are crime or crime-related. In fact, in some forces, over 75% of 'calls for service' are non-crime related. However, until now there has been no national mandate on how forces should record these incidents and forces have been relatively free to categorise non-crime incidents as they believed was most appropriate. Whilst limited direction can be found in the HOCR on the recording of non-crime incidents, this only states that all reported incidents must, in some way, be auditable.

The National Standard for Incident Recording (NSIR) aims to address this gap. NSIR is a framework for forces that provides both a standard categorisation of non-crime incidents as well as outlining the specific information on incidents to be collected and returned by forces. It will provide an unprecedented wealth of information on non-crime incidents and is now used as a fundamental tool in the sharing of data between CDRP partners

During 2007/8 the Home Office and NPIA produced the Data Quality Audit Manual. This has been introduced to provide guidance and a robust audit framework in light of the cessation of the previously conducted Audit Commission national reviews of data quality. The DQAM lays down the recommended minimum levels of data auditing for NSIR (as well as for NCRS).

The DQAM details the sample sizes, grading system and suggested methodologies that should be considered. Forces are reminded that the framework described in the DQAM is a minimum recommended position. In particular it is suggested that, where concerns are identified, specific targeted audits should also be considered.

## Acronyms Index

ACPO	Association of Chief Police Officers
ADR	Annual Data Return
APA	Association of Police Authorities
APACS	Assessments of Policing and Community Safety
ASB	Anti-Social Behaviour
ASBO	Anti Social Behaviour Order
BCU	Basic Command Unit
CCTV	Closed Circuit Television
CDRP	Crime and Disorder Reduction Partnership
DQAM	Data Quality Audit Manual
FIR	Force Incident Registrar
FPN	Fixed penalty Notice
HOCCR	Home Office Counting Rules for Crime
KPI	Key Performance Indicator
MDS	Minimum Data Standard
NCHS	National Call Handling Standards
NCMEDG	National Contact Management Effective Data Group
NCMP	National Contact Management Programme
NCMPSG	National Contact Management Steering Group
NCRS	National Crime Recording Standard
NICL	National Incident Category List
NSIR	National Standard for Incident Recording
RTC	Road Traffic Collision
SPI	Statutory Performance Indicator



